

Service Partners

Your dispatcher just got a service call from a branch office of one of your biggest clients. The branch office is in Tulsa and they want the problem fixed RIGHT NOW. The problem is: you don't have a service location in Tulsa...

Even the largest IT service organizations are frequently faced with the challenge of providing service in geographical locations in which they have no local presence. So when your organization needs a partner to provide desktop, notebook and network repair and maintenance services to its customers, you can rely on SMARTECH to provide optimal solutions.

SMARTECH offers:

- **Nationwide coverage**
- **Nearly a decade of experience managing sub-contracted service provider relationships**
- **International service area that includes the continental US and selected regions of Canada, Puerto Rico and Australia**
- **Vendor neutrality... SMARTECH works as YOUR partner & won't solicit your clients**
- **A+ industry certified technicians and field engineers**
- **Approved warranty service for a wide array of manufacturers**

SMARTECH clearly understands the business impact of meeting standards set forth in Service Level Agreements (SLA's). SMARTECH is committed to meeting or exceeding SLA's that your customers require. In fact, SMARTECH's Field Service Representatives are rewarded financially for meeting and exceeding specified service levels.

SMARTECH's service team is led by senior management that collectively, has over 50 years of IT service management experience.

SMARTECH has a flexible fee structure designed to meet the needs of its service partners.

From a SMARTECH Service Partner...

"We recently acquired a large account that has 47 service sites. We were able to provide service in the larger metropolitan areas, but we were having some real challenges in some of the smaller, secondary markets.

Initially, we engaged several different support organizations but this proved difficult to manage and none of the service providers would accept responsibility for managing the support for all of the locations we needed help with.

Fortunately, SMARTECH was able to step in and provide qualified technicians to provide service in those areas we couldn't.

If we hadn't been able to count on SMARTECH, I am certain we would have had some real customer satisfaction headaches.

We feel like SMARTECH is a real partner with us and takes customer service as seriously as we do."

*P. Heather
Account Director January, 2001*



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SMARTECH

Quality-Effective Computer Services For Business