



Large and small businesses alike depend on desktop and network computer systems to conduct business.

When systems go down, it is at best an inconvenience and at worst, can cause business interruptions, customer service problems and loss of revenue.

Small and mid-sized businesses typically have limited options for avoiding or resolving computer problems:

Incur the expense of a network manager for which there may not be enough work to justify a full time employee.

Trust your systems to one of your employees who may be computer knowledgeable but doesn't have the time or resources to research, diagnose and resolve the problem.

Wait until your system goes down and call a number in the yellow pages for someone who may not be qualified and may take several days to respond.

Contract with a very large, very expensive service provider that is not likely to offer a solution that is designed from the start to meet needs specific to your organization.

There is a better alternative...

SMARTECH offers technical support services that rival enterprise level solutions in sophistication yet provide maximum flexibility and address needs specific to small and mid-sized businesses.

Our services range from programs that augment your current desktop support program to complete outsourced solutions designed to reduce costs and provide a single point of contact for all your desktop and network computer service needs.



SMARTECH... *big* company service at a small company price.

Get help with "SOS"

SMARTECH On Site

The SOS Service Agreement provides you peace of mind by helping ensure that your desktop and network computing equipment is up and running when you need it most.

Turn frighteningly variable computer repair and maintenance costs into a fixed, manageable, quarterly or yearly budget item.

When you *do* have a problem with your equipment, you can count on rapid, effective response and repair at a cost that is *affordable and predictable*.



SOS Service Agreements, the most comprehensive computer service plans in the industry, are designed to meet the needs of your business and may include the following standard features:

Block Time Agreements

Allows you to utilize "blocks" of service that are pre-purchased at a substantial discount from the regular rate.

Comprehensive plans

Covers all parts and labor for desktop and network computer equipment

Quick Response times

Designed to meet your business needs

Warranty management

Assistance with the warranty process for equipment still under the original manufacturer's warranty.

Remote Network Monitoring

Through remote, web-based network administration, SMARTECH performs tasks such as adding and deleting network users, assigning passwords, adding network printers or other hardware, and resolving problems. This service frees up time for the person within an organization normally assigned to these tasks.

A+ industry certified Field Service Representatives

Access to the SMARTECH toll-free telephone number and website for service requests

Additional services may include:

- Software and hardware installation
- Preventative maintenance service and desktop "tune-ups"
- Deskside or helpdesk support
- Hardware upgrades or additions
- Remote, web-based network monitoring

Call today for a free quote on an SOS Service Agreement or other SMARTECH services designed to meet the unique needs of your organization.