

***The Right Service  
at the Right Price.***



***www.BGTSLLC.com***

## **Solutions Oriented Support – “SOS” Comprehensive**

Your time is valuable and addressing IT needs pull's you away from what you do best; making your organization grow. We answer your “SOS”, with our all inclusive solution.

“SOS” **Comprehensive** includes the following features:

- **Desktop/Laptop Support [Hardware/Software]**
  - Installation, Maintenance, Repair, & Troubleshooting
- **Server Support [Hardware/Software]**
  - Installation, Maintenance, Repair, & Troubleshooting
- **Peripheral Device Integration, Installation & Support**
  - Printers/Multifunctional Printers
  - PDA's, Cell Phones, Black Berry's, External Devices
- **Internet/Network/Telecom Integration, Installation, & Support**
  - E-Fax, Email, Online Data Storage, VOIP, & Wireless
- **Coordinate/Manage Site Relocations <sup>1</sup>**
- **Create & Maintain critical IT Documentation**
  - Office Inventory & Warranty Information
  - Vendor Contacts
  - Backup Procedures
- **Bi-Annual Scheduled Site Visits**
- **Helpdesk Support**
  - Technical Hardware/Software Issues
  - Daily How To/Instructional Requests
- **Yearly Site Training**

Benefits of Solution Oriented Support:

- Single Point of Contact for all Technology Needs
- Helpdesk/Onsite Support for Resolution
- Knowledgeable Technology Decisions

<sup>1</sup> Out of Pocket Expenses Billed to Customer

<sup>2</sup> Three Year Service Agreement Required