

Technical Services

Amtek Computer

Services

This document provides in depth information on Amtek Computer Services as it relates to the hardware maintenance, software support, and managed print services industries. Amtek stands alone in bringing a unique blend of technical talent to provide these combined services on a national or international scale.

For companies that want to receive the best-in-class services, while managing their internal and external costs, it makes sense to partner with a company that can help achieve their goals. This document defines how this can be accomplished through Amtek.



Executive Summary

→ Overview

In a global market where there are so many choices in IT service providers it becomes increasingly difficult to decide which one stands apart in providing excellent products and services. Furthermore, is there a provider who offers an end-to-end solution; thus creating a one-stop shop program for their customers? This white paper identifies Amtek as the premier partner in providing these solutions.

Customer Feedback:

DPS Maintenance Management Group, INC.

DPS Maintenance Management Group, Inc. is a nationwide field service organization that specializes in large mainframe maintenance. Several years ago, through requests from some of our large system customers to also maintain their servers and desktop systems, we discovered a need to develop a relationship with a maintenance organization like our own, with the capabilities to maintain open systems hardware. After consideration of several companies we came in contact with, we decided to form a partnership with Amtek Services.

Amtek has helped us service our customer base, on a nationwide basis, and we have been quite pleased with the results. Their engineers are highly skilled, responsive to our needs, and very professional in their delivery of service to our clients. We have never regretted forming a partnership with Amtek, and would recommend their services to any company that is looking for a high level of service at a fraction of what the OEM charges.

Robert A. Cummins

Vice President

En-Net Services

We have been partnering with Amtek for over two years to provide on-site hardware maintenance for our IT contracts. We have been very pleased with the support they have been providing. They are servicing a variety of hardware products from Dell, Sun, Gateway and IBM servers, to HP, Lexmark, Bell and Howell and IBM printers and scanners. They are also providing support on many storage devices from HP, Quantum and Compaq at a substantially lower price than the original equipment manufacture would charge. Response times and back to service times have been very reasonable. Our partnership with Amtek has been excellent.

Cory Barnes
Account Manager

Our Mission

Best-In- Class Service

The mission of Amtek Computer Services Organization is to provide total customer satisfaction through a one-stop solution approach. Our goal is to provide customers with products, services, and tools, leveraged against our system knowledge and problem-solving capabilities. Additionally, being accessible when and where customers need us the most. To satisfy our mission and meet our goals, Amtek has assembled the industry's best service technicians and support professionals from around the world. Our charter is to extend the life of your computing equipment and/or recommend new products and services that protect your capital equipment investment. When it comes to service and support, you can expect the very best from Amtek Computer Services. From hardware and software services to managed print services, Amtek offers a coverage plan that is tailored to meets your unique needs.

HARDWARE SERVICE CONTRACT OPTIONS

**Flexible Service Agreement (FSA)
Partnership Service Agreement (PSA)
Customized Service Agreement (CSA)**

CONTRACT BENEFITS

**Controlled Service Costs
Outstanding Service & Support
Flexible Service Levels
Protected Capital Investment**



Choosing a Service Provider?

Consider the dynamics of your business and its evolving needs. Can your service provider service your equipment agnostically and provide hardware upgrades to stay ahead of the technology curve? Can they provide timely parts replenishment services and response? Does your service provider provide real or imagined cost savings? What recent trends are OEMs following in providing maintenance services?

When purchasing a service contract the traditional course of action is to purchase it from the OEM. Over the last decade OEMs have moved toward outsourcing their service to qualified third party service providers such as Amtek Computer Services. The advantages are significant. Third party service providers save OEMs substantial costs in staffing, supply support to an expansive field source, and provide access to a broader pool of expert service technicians.

We understand that customers have choices between service providers. What makes Amtek stand apart? Most companies specialize as providers of maintenance and software support for a limited number of OEM lines and are limited to servers and/or printers. Conversely, very few companies have an equipment agnostic support offering. Amtek, however, offers a full service solution that covers servers and printers agnostically. Coupled with our managed print service solutions, Amtek's offerings are second to none.



Products and Services

Help Desk

- Amtek staff of support personnel and technicians can provide response to a down equipment event on a 24 x 7 basis; providing customers with the comfort of knowing their problems will be resolved in a timely manner.
- Help Desk locations: Baltimore, Maryland; Cleveland, Ohio; Azusa, California; Medford Oregon; San Clemente, California (Corporate).



Hardware Maintenance

Our staff of qualified technicians have as many as 20+ years of experience, servicing a broad scope of computer hardware systems.

- **Servers / Tape Libraries**
 - Small, Medium and Large Scale Units
 - OEMs: Dell, IBM, Sun-StorageTek, HP, Compac, Gateway, EMC, etceteras
- **Printers**
 - Laserjet, Inkjet, MFPs
 - OEMs: HP, IBM, Samsung, Fujitsu, Xerox, Zebra, Brother, Canon, Lexmark, Okidata, Tally, Genicom, etceteras
- **Software Support**

- HP UX, MPE, IBM OS400 / AIX, Sun Solaris, Linux, Windows Novell

Managed Print Services

UNKNOWN PRINTING COSTS

If you are like most companies you have a hard time really knowing how much you spend on printing. Equipment is usually distributed over a wide-area in order to meet end-user requests without much thought into the ongoing support costs – from both a maintenance and replenishment point of view.

It is common that organizations can quickly realize up to 30% hard cost savings in the general office printing environment from increased user-to-device ratios and newer, more efficient devices and supplies. To refrain from going after these potential savings risks missing out on what some have described as the “last frontier of unrecognized IT cost savings.” (Source: InfoTrends – June 1, 2007)

FOUR-STEP APPROACH

1. Analyze - Amtek provides a custom assessment that helps companies understand the TCO of their current print environment. Our analysis includes gathering information about the output devices, and the behavior of your end users. The information gathered includes an inventory of all devices, as well as gathering information on workflow and print volume - on a global and individual basis.

2. Design - As part of the process, surveys are conducted to assess the needs and requirements of end users. These results are included in the assessment, which are used as a basis to propose a print strategy designed to optimize your printing infrastructure, while ensuring alignment with cost-saving goals and business objectives.

3. Implementation - Amtek works with your staff to implement any agreed upon changes to your print environment. These changes include behavior modification software - to encourage your end users to print large jobs to a higher volume more cost effective printer – to implementing a recycle toner cartridge program.

4. Manage - Amtek manages your printer fleet with maintenance and support, supply management and replenishment, behavior modification programs and preventative maintenance.

MPS COMPONENTS

Remote Monitoring - Amtek proactively manages your print devices remotely gathering information about service alerts, page counts and toner levels.

Service & Supplies - Amtek provides services such from toner replacement to major printer repair. Printer maintenance tasks are conducted during visits, including periodic printer cleanings and inventory management control.

Behavior Modification - Amtek provides behavior modification software to reinforce efficient printing strategies, i.e. printing large documents to more cost-effective MFPs, suggesting they create a PDF where possible, etc.

End-User Education - Amtek provides enduser education as to why our clients are implementing an MPS program. We provide signage for the lunch and break rooms and webbased seminars that reinforce our clients' green printing initiatives.

Service Contracts

What is a Flexible Service Agreement?

A Flexible Service Agreement (FSA) with Amtek is the most comprehensive service available, allowing customers to choose from three service options:

- Monday – Friday, 8:00am – 5:00pm (Same day triage, Next Business Day Response)
- Monday – Friday, 8:00am – 5:00pm (Same day triage, 4hr Same Day Response)
- 24 x 7 Service (4 hour onsite response)

An FSA provides fast access to technical support, replacement parts, and failure resolution. With an FSA you get the complete technical support you need—from on-site services to basic self-maintenance and general phone support.

What is a Partnership Service Agreement?

A Partnership Service Agreement (PSA) allows partners and/or customers to maintain primary ownership of equipment availability and maintenance while still having access to Amtek's technical support staff. PSA is designed for companies that have a dedicated and skilled technical staff, keep basic emergency spares on-site; yet still value the broader experience of Amtek's expert personnel.

What is a Custom Service Agreement?

A Custom Service Agreement (CSA) is for customers who prefer to custom select the services and response times they require. This program is intended for customers who need a distinctive service plan with optional support modules. CSA customers often have distinctive support needs that may vary over the duration of the contract. By customizing a hardware support agreement, CSA customers are assured maximum operational benefit over the life of their equipment and contract, customized support to address specific strengths and weaknesses, and maximized cost efficiency.

** These options vary for international customers.

Service Contract Comparison

Deliverables	FSA	PSA	CSA
Rapid Help Desk Response	X	X	X
24 hour onsite response	X	X	X
Preventive Maintenance	X		X
Parts Onsite		X	X
1-800 24-Hour Support	X	X	X
Depot Support	X		X

Technical Work Force

Amtek has over 3500 technicians in North America alone. With International technicians, numbers total over 10,000+ (see attached map).

North America, Canada, and Hawaii

Field Service Locations: 112

Average number of techs per location/major city: 31

<p>ALABAMA</p> <p>Huntsville</p> <p>Birmingham</p> <p>Montgomery</p> <p>Mobile</p> <p>ALASKA</p> <p>Anchorage</p> <p>Juneau</p> <p>ARIZONA</p> <p>Tuscon</p> <p>Phoenix</p> <p>Flagstaff</p> <p>ARKANSAS</p> <p>Little Rock</p> <p>Jonesboro</p> <p>Rogers</p> <p>CALIFORNIA</p> <p>San Diego</p> <p>Los Angeles</p> <p>San Francisco</p> <p>Sacramento</p> <p>Fresno</p> <p>COLORADO</p> <p>Denver</p> <p>Fort Collins</p> <p>Colorado Springs</p> <p>CONNECTICUT</p>	<p>KANSAS</p> <p>Wichita</p> <p>Kansas City</p> <p>KENTUCKY</p> <p>Lexington</p> <p>Bowling Green</p> <p>LOUISIANA</p> <p>New Orleans</p> <p>Baton Rouge</p> <p>Shreveport</p> <p>MAINE</p> <p>Portland</p> <p>MARYLAND</p> <p>Baltimore</p> <p>MASSACHUSETTS</p> <p>Boston</p> <p>Springfield</p> <p>MICHIGAN</p> <p>Detroit</p> <p>Grand Rapids</p> <p>MINNESOTA</p> <p>St Paul</p> <p>MISSISSIPPI</p> <p>Greenville</p> <p>Jackson</p> <p>Hattiesburg</p> <p>MISSOURI</p>	<p>NORTH DAKOTA</p> <p>Bismark</p> <p>Fargo</p> <p>OHIO</p> <p>Cleveland</p> <p>Cincinnati</p> <p>Columbus</p> <p>OKLAHOMA</p> <p>Oklahoma City</p> <p>Tulsa</p> <p>OREGON</p> <p>Portland</p> <p>Eugene</p> <p>Medford</p> <p>PENNSYLVANIA</p> <p>Philadelphia</p> <p>Pittsburgh</p> <p>Erie</p> <p>Harrisburg</p> <p>PUERTO RICO</p> <p>San Juan</p> <p>RHODE ISLAND</p> <p>Providence</p> <p>SOUTH CAROLINA</p> <p>Charleston</p> <p>Greenville</p>
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Hartford	St Louis	SOUTH DAKOTA
Stamford	Springfield	Rapid City
DELAWARE	Columbia	TENNESSEE
Wilmington	MONTANA	Knoxville
DISTRICT OF	Great Falls	Nashville
COLUMBIA	Billings	Memphis
Washington, D.C.	Missoula	TEXAS
FLORIDA	NEBRASKA	Dallas
Tallahassee	Omaha	Houston
Jacksonville	Lincoln	San Antonio
Orlando	NEVADA	Amarillo
Miami	Las Vegas	UTAH
GEORGIA	Carson City	St George
Atlanta	NEW HAMPSHIRE	Salt Lake City
Savannah	Concord	VERMONT
Albany	NEW JERSEY	Montpelier
GUAM	Newark	VIRGINIA
Inarajan	Trenton	Richmond
HAWAII	Atlantic City	Virginia Beach
Honolulu	NEW MEXICO	Roanoke
IDAHO	Albuquerque	WASHINGTON
Boise	Roswell	Seattle
Idaho Falls	Las Cruces	Spokane
ILLINOIS	NEW YORK	Bellingham
Chicago	New York City	WEST VIRGINIA
Springfield	Rochester	Charleston
INDIANA	Albany	WISCONSIN
Indianapolis	Buffalo	Milwaukee
Fort Wayne	Syracuse	Eau Claire
IOWA	NORTH	Green Bay
Des Moines	CAROLINA	WYOMING
Cedar Rapids	Raleigh	Casper
	Charlotte	Cheyenne
	Wilmington	



Technical Work Force

International



International Branch Locations:

- Mexico: 12 Branch Locations**
- Puerto Rico: 1 Branch Location**
- Central America: 2 Branch Locations**
- South America: 17 Branch Locations**
- Asia / Pacific: 56 Branch Locations**
- Europe/ Iceland: 124 Branch Locations**
- Middle East: 9 Branch Locations**
- Africa: 8 Branch Locations**

FAQ (Frequently Asked Questions)?

1. What is the number of calls center that Amtek has?
 - a. Amtek has six call centers that manages calls on a 24 x 7 basis.
2. .What is the size of your dispatch/Call handler workworce?
 - a. We have over 15 dispatch/call handlers available during our 24 x 7 coverage.
3. What is the current capacity of the service calls Amtek handles?
 - a. The maximum number of calls we have handled on a peak basis is sixty but have the capabilities of handling a great deal more.
4. What Call Center automation services can you provide?
 - a. We can provide our customers a web portal to open and view service tickets.
 - b. On printers and servers we can provide automated down device alerts to our dispatchers and service systems.

Summary

Amtek has broken away from the obsolete I.T model of maintenance and software support to provide innovative products and services. It offers a unique market reach by maintaining partnerships and alliances around the globe. Ultimately, these solutions provide productivity enhancements and tremendous cost savings. It looks forward to meeting your computing services needs.

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More Information

For the latest information about our product and services, please see the following resources:

Reference websites

<http://www.amtek-support.com>

<http://www.amtek.net>

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