

# support & service

System Source has offered computer service and support since 1981. Thousands of users rely on System Source support and service annually.

“Anyone can provide service, but few people create long lasting relationships. System Source goes the extra mile to ensure 100% satisfaction.”

Tope Odeyale, LIS Site Coordinator  
MedStar Integrated Laboratory Services

## Menu of Services

**Network and Operating System Support** - Certified engineers provide troubleshooting, design and consulting.

**7x24 Support and Service** - Server maintenance, internet bandwidth and network support.

**Desktop Support** - Engineers provide help desk, administration and deployments, full or part time.

**Service** - Manufacturer certified technicians address warranty repairs. We are an authorized service provider for HP, Lenovo and Dell.

**Cloud Services** - Leverage on-demand, pay as you go resources available from Azure or Amazon Web Services (AWS) for backups, disaster recovery, hosting and more.

## System Source Benefits

**Employee Development and Training** - All personnel are full-time employees and rigorously interviewed prior to starting their System Source career paths.

**Flexibility** - Services may be purchased individually or combined to outsource complete IT functions. Custom service level agreements are available.

**Easy Dispatch** - Immediate access to all technical personnel.

**Single Point of Contact** - Accountability for local and national service, support and installations. Project Managers coordinate cloud services, training, procurement, service, support, consulting and presentation systems.

**Experience** - System Source has provided system integration services since 1981. Our technicians average 18 years of industry experience.

## Top Manufacturer Authorizations

- **Barracuda** – Preferred Partner, Commercial Business Focus Partner
- **Cisco** – Select Partner
- **Citrix** – Silver Partner
- **Dell/EMC** – Storage Certification, Server Certification, Networking Specialization, Systems Management, Security Specialization, Data Domain
- **Exagrid** – Certified Partner
- **HP** – Professional Networking, Public Sector Specialist, HP Specialist Partners, ServiceONE Expert, Silver Hybrid IT Specialist, Nimble (Certified Storage and Installation Partner)
- **Microsoft Silver Partner** – Learning, Cloud Productivity; Cloud Platform; Small and Midmarket Cloud Solutions; Data Center; Data Analytics; Windows and Devices; Desktop Deployment Planning Services; Enterprise Mobility Management; Messaging; Exchange Deployment Planning Services; and Software Assurance Training Voucher Program
- **State of Maryland Contracts** – Maryland Educational Enterprise Consortium (MEEC) contract holder for IT Hardware Sales
- **Broadcom** – SecureOne Silver Partner
- **Veeam** – Silver Partner and Cloud Services Provider
- **VMware** – VMware Professional Partner, Horizon View plus 36 individual certifications (VCP, VSP, and VISP)