

# support & service

System Source has offered computer service and support since 1981. Over 30,000 computer users rely on System Source support and service annually.

“System Source is an invaluable resource. They deliver excellent quality and service and take the extra initiative to ensure total satisfaction.”

Tom Lentz, Manager, Office Automation Support  
Sheppard Pratt Health System

## 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, Dell and Toshiba. HP has awarded System Source the Performance Excellence Award for Premier Service and Support Satisfaction multiple times.

## System Source Benefits

**Employee Development and Training** - All personnel are full-time employees and rigorously interviewed prior to starting their System Source career paths. System Source invests 10 hours a month in training for each engineer.

**Flexibility** - Services may be purchased individually or combined to outsource complete IS 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 internet services, training, procurement, rental, service, support, consulting and presentation systems.

**Experience** - System Source has provided system integration services for 31 years. Our technicians average 10 years of industry experience.

## Top Manufacturer Certifications

Our 25 technicians and engineers hold the following certifications:

- Cisco Certified Design and Network Associates
- Cisco Certified Network Professional
- Cisco Security/MPN Specialization
- Citrix Certified Enterprise Administrator
- CompTia A+, Network+, Server+, Security+, Project+, INET+, Linux+
- Dell Service Provider
- HP Authorized Service Provider
- HP Master Accredited System Engineer
- HP StoraWorks
- Lenovo Authorized Service Provider
- Microsoft Certified Desktop Support Technician
- Microsoft Certified Information Technology Professional
- Microsoft Certified Systems Administrator
- Microsoft Certified Systems Engineer
- Microsoft Certified Trainer
- Novell Master Certified Engineer
- Raritan Command Center Certified
- Red Hat Certified Engineer
- Security Certified Network Professional
- Toshiba Authorized Service Provider
- Veeam Technical Professional
- VMware Certified Professional