

# 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.

“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, Dell and Toshiba.

**Cloud Services** - Leverage on-demand, pay as you go resources available from 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

- **Amazon Web Services** – Consulting Partner
- **Citrix** – Solution Advisor (CSA) Partner and Citrix Education Reseller
- **Comcast** – Business Class Program
- **CompTia** A+, Network+, Server+, Security: CySA+, CASP, PenTest+, Project+, Linux+
- **Dell** – Certified Partner, Storage, EMC/Data Domain, Server, Networking
- **EMC** – Velocity Solution Provider Program, Information Protect (Backup and Recovery Specialty)
- **Exagrid** – Certified Partner
- **HP** – Authorized Service Provider; Partner First Services Specialist Delivery, Professional Networking Specialist, Public Sector Specialist, HP Specialist Partners designate those possessing the greatest competency, ServiceOne Expert – HP’s premier level of service
- **Kaseya** – IT Managed Service Provider Partner
- **Lenovo** – Authorized Service Provider
- **Microsoft Silver Partner** – Learning, Cloud Productivity; Small and Midmarket Cloud Solutions; Hosting; Windows and Devices; Cloud Accelerate Program; Desktop Deployment Planning Services (DDPS) - includes Office 365, Windows 10 and Office 2016; Exchange Deployment Planning Services; and Software Assurance Training Voucher Program
- **Nimble** – Certified Installation Partner
- **State of Maryland Contracts** – Maryland Educational Enterprise Consortium (MEEC) contract holder for Help Desk Services and Hardware Sales
- **Symantec** – Secure One Silver Partner
- **Toshiba** – Authorized Service Provider
- **Veeam** – Silver Partner, Veeam Cloud Service Provider
- **VMware** – VMware VIP Enterprise Partner, Horizon, +36 Individual Certifications (VCP, VSP and VTSP)