

# Applied Computer Service Program

Service Wherever You Need It  
Delivering Nationwide Support

## The Power of Our Network

Our home office may be local, but as part of the **Applied Computer Service Program (ACSP)**, we have access to the largest number of service partners in North America. This network allows us to extend our reach across the nation and offer a diverse array of technical capabilities and leading-edge technology solutions.

## What Makes Us Different?

**ACSP** gives you access to over 16,000 qualified technicians throughout North America. With the ability to rapidly deploy these technical experts through a single point of contact, we offer enhanced customer-support capabilities to maximize your needs.

## ACSP offers the following Services:

- Pre- and post-sales break/fix support
- Professional and consultative IT services
- High-quality delivery assurance
- Design and deployment of hardware and software across diverse platforms
- Access to secure and trusted partners backed by a *Fortune* 100 company
- Security and vulnerability assessment
- Enterprise storage and document management
- Wireless and mobility
- Networking, VoIP, IP surveillance
- AIDC, POS, RFID
- Digital signage
- Disaster recovery
- Business continuity
- Virtualization

**NORTEL**



## Project Deployment Services Include:

- Pre-sales support
- Project scope and design
- Team development and project planning
- Project deployment and execution
- Project completion
- Summary, analysis and reporting

## Our Promise

- Customer-satisfaction calls are placed regarding all incidents within 72 hours of completion.
- We use only professional, business-grade solution providers.
- Partners are measured on response time, technical capability, professionalism and communication.
- Quality and compliance oversight is reviewed by subcommittee.

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