

SUPPORT SERVICES



BENEFITS OF SUPPORT SERVICES:

- Dedicated service contract team
- Enterprise agreements and maintenance renewals
- Contract management and administration
- Vendor diversity
- Trusted liaison

Managing maintenance and support contracts can be a cumbersome process that typically creates resource and financial challenges for IT departments. At Applied Computer Solutions (ACS), our dedicated services team will manage your enterprise service agreements and maintenance renewals, alleviating the burden caused by everyday contract management and administration. Regardless of the solution chosen, our services team works with you to ensure the proper service and support agreements are in place so you are completely covered.

ACS Support Services

The ACS Support Services Team delivers first-rate service for all your contract set-up and renewal needs. We work closely with you to develop solutions that specifically address your needs, regardless of what technology is chosen.

At no additional cost, our team monitors the status of your agreements and proactively notifies you of renewal opportunities, ensuring continuous coverage and reducing the risks associated with contract lapses. We can also co-terminate and adjust multiple vendor support contracts to begin and end on the same day, making management of various contracts more streamlined and efficient.

No matter what solution you've selected, turn to ACS Support Services to deliver the agreements and support right for you.

Our Partners

Our strong relationship with partners allows us to offer the best service solutions based on your business and technological needs. We partner with only the leading hardware, software, and maintenance providers. Our support team acts as an extension of the partner team, creating a relationship that bolsters the levels of support you receive and leads to faster problem resolution. By serving as liaison between you and the vendors, we ensure issues are resolved quickly and service level agreements fulfilled. This creates a relationship that lasts for the long-term.

About ACS

As a strategic solution provider, ACS offers our customers comprehensive solutions that enable their enterprise infrastructure. Utilizing our Professional Services organization and the finest technologies available, we build innovative solutions tailored to each client's unique requirements. Our experienced team develops solutions that create technological and business value, delivering solutions and tools that build upon the existing infrastructure foundation.

The result — enterprise infrastructure optimization.



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ACS LOCATIONS:

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