

Support Services

ASI Support Services division has world-class technical skills, but we are more than just a technology service provider. Our focus is on enhancing the strategic value of our clients' investment in technology to yield the maximum return on that investment. We measure our success in terms of our client's success. We stay focused on helping our clients use IT resources to gain a long-term competitive advantage. ASI can help ensure that your technology systems and peripherals keep your work flowing, your customers happy, and your corporate vision is on target.

Enterprises, large and small are under increasing pressure to deliver highly available and resilient IT infrastructure assets. Performance shortfalls and unplanned system outages come at a serious cost which must be avoided at all costs.

ASI provides services and solutions that are tailored to meet our clients' needs. Beginning with a designated customer service manager, ASI assigns an experienced team to your account, bringing years of expertise and knowledge in your particular industry.

We offer tiered service level options that can be configured to help balance your internal IT resources and needs across diverse deskside and system end – user platforms. Our cost-effective premier services are individually designed to optimize and manage IT assets. We have the people, processes, and technology in place to provide maximum business availability with minimal end-user downtime.

Support services include:

- Service Desk
- IT lifecycle services
- Software services
- Hardware services
- On-site, depot, and field response services
- Installation, moves, adds, changes
- System migration services
- VIP, white glove services
- Staff augmentation
- Preventive and predictive maintenance
- Print management services
- Equipment disposition services



SERVICE DESK

ASI Service Desk follows the ITIL service delivery framework and utilizes proven methodologies that support delivery of services to complex business environments. Our Service Desk methodology is based on the assumption that the Service Desk retains ownership of all incidents. Incidents that cannot be resolved during the initial call are escalated to the appropriate internal teams, the client, or other 3rd party providers for assistance with incident and problem resolution. Escalation procedures are reviewed with the clients periodically and made available in electronic format whenever modified. ASI clients are notified of the resolution status of high severity incidents and problems according to a mutually agreed to schedule.

Working closely with the ASI service management team, our service desk provides data that supports an aggressive problem identification process to eliminate recurring problems. Daily assessment of recurring problems allows early identification of developing trends in order to proactively identify and resolve problems.

SOFTWARE SERVICES

Our capabilities are across a wide spectrum of technologies, ranging from simple workstation environments to complex multiserver, multivendor environments. Our services range from single incident offerings to multiyear, ongoing support offerings including staff augmentation of clients' selected operational and system functions.

These services include:

- Service desk
- Planning
- Design
- Installation
- Migration
- Integration
- Software optimization and maintenance
- Technical support

HARDWARE SERVICES

Hardware Services provide a comprehensive set of skills and capabilities to assist partners and customers with the full range of multivendor hardware support needs. Our services are applicable across a wide spectrum of engagements, ranging from relatively simple workstation environments to complex server mission critical environments.

These services include:

- Available in North America
- Deskside support
- Warranty support options
- Post warranty support options
- Multivendor support
- Resident engineers
- On-site rapid response engineers
- Installations/Deployments
- Relocations
- Upgrades/Modifications
- Operational support services
- Staff augmentation
- Available 24 x 7 x 365

MAINTENANCE SERVICES

ASI provides unparalleled 24x7 multi-vendor premier level in-warranty and post-warranty support on the leading hardware products. Maintenance programs include remote support, predictive, preventative, depot and onsite support. Our call centers, partners and parts logistic centers are strategically located

throughout North America and offer a wide variety of support programs. Service level agreements include guaranteed response and resolution commitments to basic per incident engagements.

PRINTING MANAGEMENT SERVICES

Few organizations have conducted formal assessments of how to optimize the deployment of their workgroup printers, copiers, and multifunction devices (MFPs) for cost reduction and worker productivity. Those that have conducted assessments typically have done the work with internal resources that are unlikely to produce the optimal results that are achieved by formal assessments conducted by specialized companies like ASI.

Most IT departments do not know how many printing devices are in their enterprises because of fragmented purchase decision making by line of business management, IT, and purchasing or operations. Most companies do not know that print device utilization rates are at 5%, that 12-25% is optimal and that they are incurring opportunity costs through under-used footprints and associated supplies storage. Few organizations routinely track print costs company-wide. Even fewer know that aged devices cost more in IT support, maintenance/parts, and toner, are less network-manageable, and lack advanced features/functions. Less than a third track IT help desk and support costs related to printing.

Our printing management services offer the following solutions to these problems:

- Reduce spending on imaging and printing devices
- Measuring printing accurately and establishing company-wide control to enable tighter management of the print environment, better allocation of resources and more accurate budgeting
- Assisting with accurate usage information on each device to make sure printers are in the best locations, eliminating bottlenecks and improving end-user productivity
- Ensuring that the right supplies and maintenance are available to prevent unplanned downtime due to a lack of print cartridges, maintenance kits, or functional printers
- Keeping pace with rapidly changing imaging and printing technologies and accelerating the shift toward digital convergence or printing, copying and faxing

- Spending too much time on printing issues (such as maintenance tracking inventory, ordering supplies, installation, and repairs) and needing to refocus these in-house resources on more strategic initiatives
- Obtaining expert advice and support from vendors on complex new technologies.

CABLING SOLUTIONS

ASI provides turnkey installations of low voltage wire, cable, and fiber for data centers, LANS, and wireless access points as well as phones, CC TV, security systems, etc. We supply and install everything from face plates, to pipe and molding, to patch panels and racks, all with up to a 20 year guarantee. We are certified suppliers and installers of many brands including Avaya and Leviton products. We can provide either union or non-union installers, depending on the site requirements. We test and label all the lines to insure identification, soundness of connection, and communications with the network or system utilizing state-of-the-art test equipment.

Our service area encompasses the entire New York, New Jersey, and Connecticut tri-state region. Additionally through our Certified Avaya Installer Network we can provide and manage installations on a national basis as well.

Every installation is managed by one of our trained and certified Project Managers. This provides the customer with a single point of contact throughout the installation, from initial site survey to final inspection. It also ensures a timely completion and professional workmanship of the job.

- Install all low voltage wire, cable, and fiber for data centers, LANS, wireless access points, phones, CCTV, card readers, key pads, etc. We test and provide results for all lines installed, mount devices, do all terminations, and install pipe and molding
- Free sight surveys and estimates
- Avaya and Leviton certified
- Installation labor available from both union (local 3, CWA, etc.) and nonunion installers
- Full time project managers
- Install Racks and Patch Panels

CUSTOMER SATISFACTION

In addition to following the ISO 9001:2000 program, we substantiate our value by continuous ITIL service management improvement methodology, enhanced services levels, and project management quality metrics. We constantly benchmark our services against our competition and ourselves.

In addition to internal quality measurements and those derived from the OEMs we represent, ASI uses "SERVICE 800" and their "Industry ServiceMetric" benchmark program for service performance and customer satisfaction. They are a clear leader in this field, with the largest possible customer base, including OEM's, distributors and service providers.

EQUIPMENT DISPOSITION SOLUTIONS

Companies throw away over 10 million PCs a year, making the need for proper DEP/EPA approved recycling and disposal a must. However, when a company tries to conduct its own equipment retirement program, costs often are very prohibitive. IT professionals often find themselves wasting valuable time trying to properly discard of obsolete computer hardware.

Gartner believes that there are three major factors to consider when evaluating the costs associated with equipment disposal. The three factors to consider are: 1) the per-PC costs, 2) the administrative overhead costs associated with the disposal method selected and 3) the legal and economic risks to enterprise for improperly disposing of PCs.

With the stringent regulations such as the Gramm-Leach-Bliley Act of 1999 which introduced many changes which prohibit disclosure of "Non-Public" Personal Information without prior consent and the new HIPAA requirements, customers turn to ASI for assistance in data compliance and management of used and obsolete computers. ASI offers services including Testing and Auditing of Assets, Forensic Data Scrubbing, Remarketing, Recycling and donations that promote efficient, productive and compliant data centers. Hard Drives can be either Forensically Scrubbed or destroyed and ASI provides the documentation that certifies these tasks have been completed. By doing so, ASI does more to protect organizations from the compliance liabilities associated with laws such as HIPAA and Gramm-Leach-Bliley.

ENVIRONMENTAL POLICY

ASI is committed to providing a substantive framework for improving Corporate Environmental Policy. We are dedicated to establishing realistic environmental IT priorities by promoting re-use and recycling of used equipment. To that end, ASI partnered with the leading environmental organizations, Per Scholas (www.perscholas.org) and The National Cristina Foundation (www.cristina.org).

BENEFITS TO DONORS

- Easy disposal of used or obsolete technology
- No charge to donors or to recipient organizations
- Provides logistical support that eliminate transfer costs and reduces storage costs
- All organizations receiving donations are pre-screened for eligibility
- Provides records to support tax deduction