



ts

technical services

Bring exceptional technical support closer to home with CXtec.

As an IT professional in Upstate New York, you know how hard it is to find quality pre and post-sale technical service and support. No matter where you turn, you're faced with a shrinking list of qualified technical engineers and numerous service providers with limited regional capabilities. What's more, your tight budgetary constraints further limit your options and put you at risk for network outages and costly downtime. These challenges have made finding a local provider that specializes in all forms of support more important than ever.

Look no further. At CXtec, we go above and beyond for our Upstate customers. Not because we have to. Because we love to. That's why we offer our exclusive 24-Hour Priority Assist — to help ensure your technical challenges are met whenever and wherever they arise. Whether it's pre-project planning or documentation, our years of experience in the region make us your ideal networking, voice and security implementation partner. Best of all, every one of our products and services are competitively priced — helping to maximize your budget. :-)



cxtec[®]

Technical support made easy with CXtec.

EXPERIENCE:

- > An experienced team of manufacturer trained and certified engineers, ready to bring you the top-notch support you deserve.
- > Three decades of hands-on experience.

RELIABILITY/SUPPORT:

- > An advanced and fully equipped staging and configuration facility.
- > State-of-the-art customer demonstration lab.
- > 24/7 technical service and support through our priority assist program.
- > Technical expertise to support a wide range of many top manufacturers and technologies.
- > All the help you need, when and where you need it, all at a moment's notice.

WE MAKE IT EASY FOR YOU:

- > We support implementations of any size.
- > Super-fast response times virtually eliminate network downtime.
- > Proactive network assessments ensure your network is running at its optimal performance.
- > We provide the tools you need to complete your project on time and on budget.
- > We're your one-stop shop with a huge inventory of products and same-day shipping available.
- > We have the right product for your specific application.



Core Offerings:

- > Project Management
- > Network Assessments/ Consultation
- > Staging & Configuration
- > Manufacturer & CXtec Maintenance
- > Wireless Site Surveys
- > 24-hour Support
- > Technical Phone Support
- > Installation Services
- > Customer Training



GSA GS-35F-0315N

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Bottom line.

At CXtec, we're committed to maximizing value for our customers through needs-based customized solutions. Our wide range of products and services, combined with a variety of flexible financing options can help customers achieve their business objectives without blowing their budgets. No matter which solution fits their individualized needs, they all come standard with the exceptional customer service and technical support for which we're famous.



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