



## **Our ServIT Values**

ServIT, Inc is an information technology partner dedicated to share the goals and objectives of their clients by being the Best Partner on the Planet. Guided by principles, we execute our mission by completely understanding our customer's business needs through a technical discovery which is the driving force behind our products and services.

### **...The Best Partner on the Planet**

ServIT partners with global leaders such as IBM, HP, NEC and Microsoft to bring our customers the most sought after technologies and software solutions in the world. In addition to these powerhouses, ServIT also seeks partnerships with local and regional companies that provide middleware tools and solutions as well as and other information technology organizations who share our devotion to total customer satisfaction. With dozens of software companies to ensure customer satisfaction in ERP and application software, ServIT has a complete supply chain to help our customers achieve their business goals. ServIT, through hard work and the relentless pursuit of customer satisfaction, all with a servant's attitude, will deliver the products and services, the people, the know-how and the can-do attitude it takes to make you, your company and our customers successful. ServIT has built its company on business principles and over 600 customers know we mean it when we say, "how can we serve you?"

## **Offerings**

IT infrastructure, from desktop, printing, Server, Systems and all the way through the routing as well as most middleware and consulting services make up our offerings. Managed Services is vastly becoming a very popular solution where ServIT has moved quickly. We can manage all operating systems local or remotely with both personal and invested monitoring assets in two data centers. Disaster recovery, Business Continuity and High Availability are also served out of the Data Centers.

## **Response - Maintenance on Demand**

ServIT offers comprehensive maintenance solutions, but we don't just show up when something breaks. ServIT is there all the time with preventative maintenance solutions and we document the work so that you know you're getting what you pay for. ServIT field technicians average over 20 years of experience servicing and maintaining all kinds of hardware for IT organizations and our midrange and PC specialists average over 100 preventative maintenance visits per month. If ever your company needs service, you're one phone call away from a real person who can troubleshoot issues over the phone or dispatch a technician to make repairs the same day. ServIT belongs to a 2,000-member consortium that can get parts anywhere, anytime, all around the country.

ServIT has experienced technicians with one of the lowest average "time to repair" in the business. Customizable service levels. These are just some of the reasons why over 500 customers rely on ServIT for their maintenance solutions. Isn't it time you tried ServIT too?

## **Multi-platform Expertise**

ServIT has employed a team with specific and certified expertise across many levels. iSeries, pSeries, Intel, Cisco, HP9000, as well as most operating systems, like VM, Exchange, and most backup solutions allow ServIT to create customized solutions that drive results for your business.

## **Management & Executive Participation**

In order to achieve customer satisfaction and successful results, you need to work with experienced people. ServIT understands this need which is why their Management team is actively involved in helping customers achieve results. The strength's of ServIT's personnel lies primarily throughout the Southeast, Midwest, and Northeast. As the company expands organically and through acquisitions, the intent is to cover more of the Americas in the near future.

We are passionate about providing a solution far superior to any on the market. We are passionate about delivering the highest quality support by establishing personal relationships with each of our customers. We are Partners.