

SERVICES

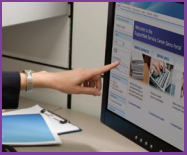
# Support Services

Keeping Your IT Running Strong



## The Challenges of Managing Maintenance

Too often, IT administrators face an array of challenges caused by having dozens, if not hundreds, of different support contracts to manage – along with innumerable expiration dates, service levels, and service providers. Identifying who is responsible for the support of each device, and what is currently covered, can be a daunting and time-consuming addition to an already over-worked IT staff. And trying to manage the information with multiple personnel at different locations, using spreadsheets and incompatible methodologies, only magnifies the complexity.



A consolidated support solution from UNICOM Government will eliminate the mission-threatening frustrations commonly associated with maintenance management by providing you with:

- Assurance of having the right level of support for your environment or needs
- Improved productivity by freeing your staff from the burden and cost of support issues and allowing them to spend more time on critical tasks
- Ability to rest secure knowing that when help is needed, it's right at hand, anytime, anywhere

## Contract Management

We provide organizations of all scope and sizes with a portfolio of renewable support services, all designed to ensure your IT infrastructure remains at an optimal level of operation.

We begin with a foundation of support contract management, focusing on identifying the proper level of support for each device, consolidating all support contracts into one single virtual contract, and co-terminating contracts where possible. Once your support contracts are in place, we provide ongoing contract management services, managing change requests, consistently validating data for accuracy, and more. We believe in the power of partnerships, so we work closely with our customers on all phases, from regularly reviewing contract data to providing recommendations on various service levels to maximize your support and budget.

## The Power of SupportNet

Conveniently, support contract management is performed via a single, secure web portal called SupportNet. Vendor neutral by design, SupportNet provides you with global insight into all of your contract information regardless of manufacturer, and displays the data in a user-friendly interface that allows instant analysis. Features include:

- Service levels, expiration dates, serial numbers, asset locations, and more are easily tracked from just one site
- A robust search function quickly guides you to specific assets
- Automatic renewal notifications alert you to impending expirations, whether they're 30, 60, 90, or 120 days away
- A case management feature allows for service change and support requests, making it easy to adjust your contract information
- Asset and service request reports are available for viewing and exporting at any time

## Advanced Services

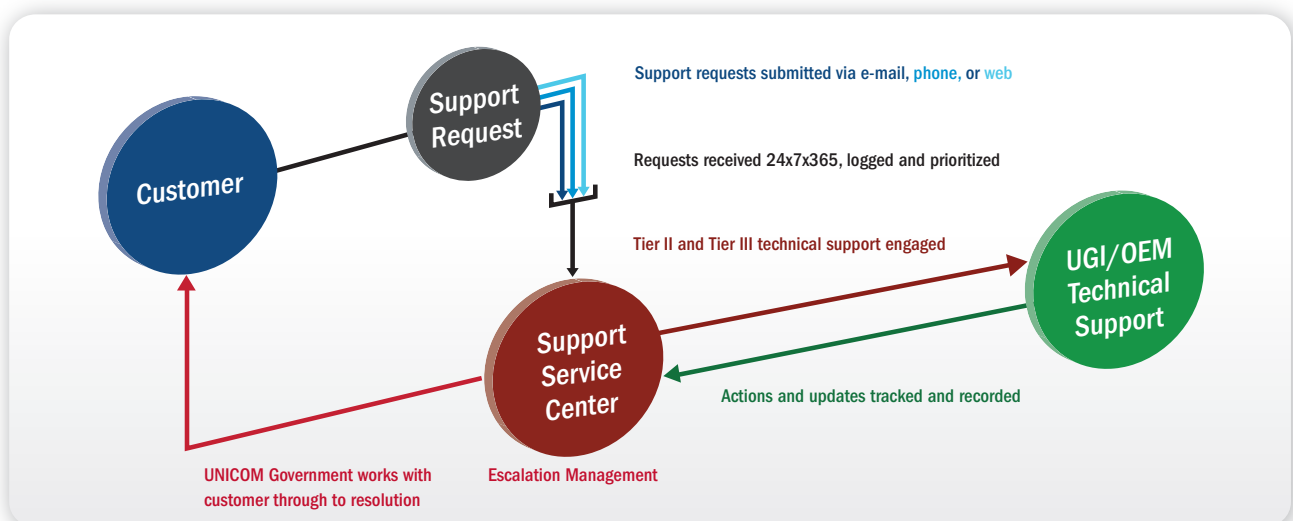
Beyond our support contract management, our advanced support solutions provide you with customized services, enhancing coverage to meet your special requirements. These customized services include options such as return to service guarantees, sparing logistics, support for legacy systems, preventative maintenance, and remote monitoring.

## Support Service Center

Our comprehensive service management solution enables us to ensure that you receive all the support you need, when you need it through our Support Service Center. This service enables UNICOM Government to serve as your single point of contact for all support incidents. Whether through your dedicated account representative, dispatched on-site support, 24x7x365 phone assistance, or live transfer to an OEM or service provider, with UNICOM Government you have a host of people ready to provide you with the routine or emergency services that keep your IT up and running strong, all from a single accountable source.

With UNICOM Government, you're well equipped to make better decisions about the support you need. You'll decrease downtime and increase productivity. You'll reduce lapse-of-coverage incidents. You'll lower acquisition and administrative costs. And ultimately, you'll improve the return on investment for your IT infrastructure.

**For more information on UNICOM Government Support Services, contact [SupportServices@UNICOMGov.com](mailto:SupportServices@UNICOMGov.com), or call 1.800.999.4874.**



UNICOM Government Support Services provides multiple means of addressing your questions or concerns wherever they arise — all with the assurance of timely resolution.



#### About UNICOM Government

UNICOM Government, formerly GTSI Corp., is the first information technology solutions provider offering a Technology Lifecycle Management (TLM) approach to IT infrastructure solutions delivered through industry-leading professional and financial services. UNICOM Government employs a proactive, strategic methodology that streamlines technology lifecycle management, from initial assessment to acquisition, implementation, refresh, and disposal. TLM allows government agencies to implement solutions of national and local significance quickly and cost-effectively. UNICOM Government's certified engineers and project managers leverage strategic partnerships with technology innovators. These experts use proven, repeatable processes to design, deploy, manage, and support simple to complex solutions, to meet governments' current and future requirements and business objectives. UNICOM Government is headquartered in Northern Virginia, outside of Washington, D.C.

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