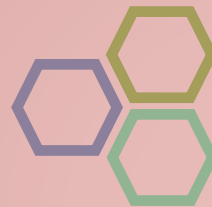


# Core Technology Solutions

24x7 Break-Fix Support Services



## VIGILANT SUPPORT FOR YOUR ENTERPRISE

Uptime for your enterprise is vital. When solutions cannot fail, onsite service is an essential piece of your support strategy. **Core Technology Solutions** understands what it takes to support, maintain and service your systems. Our managed service offering offloads everything involved with logistics and onsite support, freeing your resources to focus on the mission...we can handle the rest.

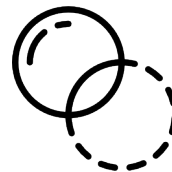
### NATIONWIDE COVERAGE



### EXPEDIENT RESULTS



### TRANSPARENCY YOU CAN TRUST



Don't end up "shipwrecked". CTS delivers, cost-optimized, end-to-end services associated with support, maintenance and break/fix programs. Whether it's parts replacement, onsite troubleshooting or warranty repair, CTS can handle the logistics in getting qualified personnel onsite to complete your mission. We've serviced over 1 million endpoints in over 9500 locations throughout the US and Canada.

### DYNAMIC SUPPORT *Best Effort Response*

Designed for non-essential systems that need continued protection.

### SILVER SUPPORT *24-Hour Response*

Enhanced services intended for traditional SLA response programs.

### GOLD SUPPORT *4-Hour Response*

Exclusive support / logistics offering for immediate response. Intended for mission-critical systems.

### OUR MANAGED SERVICE INCLUDES:

- ✓ Access to our web-based ticketing system offering updates, status, and advisories
- ✓ Graphical reports and quarterly reviews accessible on-demand
- ✓ Dedicated TAC, NOC, RF and PM teams
- ✓ Check-in and Check-out services
- ✓ Preventative project information calls with field personnel
- ✓ Preventative field training prior to deployment

### TYPES OF TECHNOLOGY SUPPORTED



BGM AUDIO



PERIPHERALS



WIFI / LTE



x86 / X64 ARCHITECTURE



ENTERPRISE INFRASTRUCTURE



NAS / CLOUD COMPUTING



DIGITAL SIGNAGE



INTEGRATED ELECTRONICS

### FOR MORE INFORMATION.

For more information on CTS services anywhere in the United States or Canada, please visit us on the web at:

<http://www.deploycts.com>