INNOVATIVE
TECHNOLOGY SOLUTIONS

Employees depend on their devices.
For expert maintenance, depend on us.

Client Computing Management

Managing hundreds or thousands of endpoint devices can be the most time-consuming task facing any IT organization. Increasing numbers and types of mobile devices, regulatory concerns, new apps, not to mention the inevitable network and desktop/laptop breakdowns, can strain personnel and divert attention from mission-critical work.

ITS' Client Computing Management (CCM) is the solution. Our skilled and scalable resources are built to handle every aspect of client device maintenance, from onsite and depot repairs to imaging services, IMAC support, device lifecycle management, and much more.

With more than two decades of experience behind us, ITS understands how important smooth upgrades and device/network uptime is to any enterprise. Our approach includes root cause analysis for common issues and continuous improvement strategies to optimize device performance over time.

We will manage against Service Level Agreements (SLAs), with multiple options available. Let us show you how ITS can maximize productivity and extend the useful life of your devices.

ONSITE/OFFSITE SERVICES

Hardware or software, mobile or stationary, on location or at our depot, we have a range of services to satisfy virtually any need. Services can be tailored to your enterprise requirements, supplementing your in-house staff or as a standalone service.

- **All Endpoint Devices Covered:** Vendor-neutral parts and labor support for desktops, laptops, printers, servers and network hardware, along with a number of mobile devices. Includes onsite and dispatched support.

- **Warranty and Off-Warranty Support:** Whether onsite or at our depot, we track and repair hardware per OEM warranties.

- **IMAC (Install/Move/Add/Change) Services:** Starting with receipt of IT hardware, our depot personnel can perform any aspect of IMAC, followed by deployment to user with brief orientation training.

- **Imaging Services:** Includes hardware planning, certifications, image management services (remote or onsite) and management of recovery media.