

# TECHNICAL SUPPORT



## Skilled Technicians

24/7 Real Time Visibility into Your Network

### Peak Support

Our trained technical staff is ready to support our customers by leveraging our accessible web based software which can assist you with any of your network needs and grant our technicians real time visibility into your network.

### Ready to Handle a Wide Breadth of Inquiry

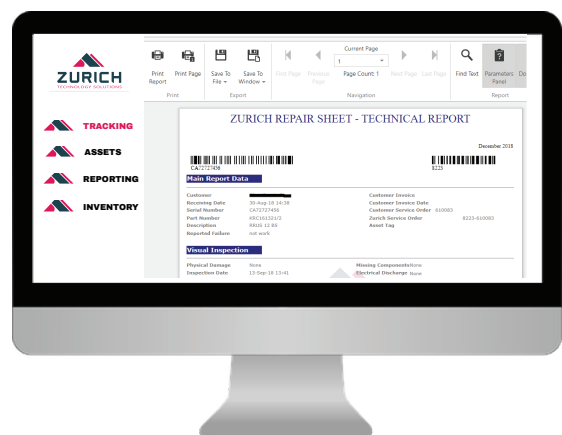
Our network engineers can answer technical questions, provide network expertise or service quotes using our lightning speed, proprietary in-house quoting system. Whatever your need, our team is there to support you with a positive, can-do approach to your most challenging network demands. We are committed to making your every interaction with our team a productive and pleasant one.

### Service Is at Our Foundation

Customer service and industry leading competency in parts supply, repair and management has been the foundation of our company from its inception. We enjoy an exceptionally high degree of repeat customer business due to the relationships we foster from our very first point of contact.

### Additional Technical Support Service Highlights

- Alternative source to OEMs for Tier 1 to 3 technical support utilizing OEM trained technicians and labs to recreate your network environment.
- Browser based ticketing system with the ability to create service ticket and track status.
- Open 24/7 365 Days a year
- Technical Support Center located in North America.



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