



We offer a full range of on-site, remote and depot services to keep your business up and running with minimal disruption. Our portfolio of IT support service offers several benefits. Our service support plan offers you:

- ◆ Lower repair and system support costs
- ◆ Priority Service Response, with guaranteed response time available
- ◆ Minimum downtime due to preventative maintenance program
- ◆ Access to our expert service team

Factory Authorized Warranty Service For All Major Brands of Monitors, Terminals, Printers, Desktops, Notebooks, Servers and Network Hardware including:

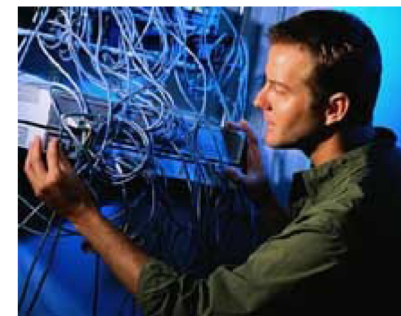


We've got you covered. Visit www.ctsservices.com or call (508)528-7720 if your favorite brand is not shown!

Expert, Professional On-Site IT Support Services to Keep Your IT Systems Secure and "Up and Running"

Count on us for fast, professional response when you need on-site support for IT infrastructure. A phone call to our service center is all it takes to schedule service for any of the following:

- ◆ Printer maintenance or repair service
- ◆ Server and network support or troubleshooting
- ◆ Technology deployment
- ◆ Network installation and security
- ◆ Dedicated fulltime or part time IT staff support



Remote IT Support and Managed IT Services



Managed IT services may be right for your organization, especially if your current staff is overworked, unable to handle emergency support requirements, or if your IT budget is getting out of control. Whether you need to augment your current staff with additional expert resources or put a new support plan in place, we offer several customized options to keep your business up and running, within your IT budget.

Our remote technical support and network/server monitoring services can keep your business up and running with faster response and at a lower cost. Call our office to set up a remote support account.

Our Planned Maintenance Programs Support Your Entire Computing Environment

We service and repair all major brands!

- Desktop Computer Systems
- Servers
- Notebook Computers
- Network Operating Systems
- Laser and Inkjet Printers
- LCD Projectors
- Monitors:
 - Computer and Video
 - Large screen & Touch screen
 - POS, LCD, Data terminals

Note: Some hardware repair issues may require depot service at our repair facility. Consumables and repair parts excluded.

Call Now For
Immediate Service
(508)528-7720
www.ctsservices.com

Your Repair Service May Be FREE!

CTS Services, Inc. is factory authorized for warranty repairs on most major brands. If your PC, monitor, notebook or printer is under manufacturer's warranty that we support, the repair may, indeed, be free*. Refer to the table of factory authorized warranty service, or visit our company web site at www.ctsservices.com for the latest information regarding our warranty authorizations.

* Excluding any shipping charges that may apply.

Upgrading or Purchasing New Technology?

In addition to our expert repair services, we provide on-site and depot level support for desktop and notebook PC upgrades. We recommend and sell computer hardware and software when you need new technology. CTS Services, Inc. is an authorized reseller for most major brands of printers, PCs, monitors, accessories, and supplies, including HP/Compaq, Toshiba, Epson, Okidata, Lexmark, Fujitsu, Samsung, and Sony.

Call us to discuss your specific upgrade or purchase needs. We'll help with your decision and provide a quote for you.

Customized Support Plans

- **Basic Time and Materials:**

Labor billed at standard rates, response time is best effort, plus travel and parts.

- **Block of Hours:**

Savings on labor rate, with 10 hour minimum, plus travel and parts.

- **Full-Service Agreement:**

Contract includes all parts, labor and travel. Guaranteed response time. Custom quoted for fixed period of time. Total coverage, with minimal downtime.

- **Retainer Contract:**

Parts and labor billed at reduced rate against pre-paid retainer. No system certification required, and guaranteed response time. Travel billed at reduced rate. Custom quoted based on equipment.

Full service and retainer contracts save 10% in printer consumable costs.



We are committed to delivering best in class, professional IT services and we stand behind our service delivery team.

CTS Services, Inc.
260 Maple Street
Bellingham, MA 02019

(508)528-7720
(508)966-9734 FAX
service@ctsservices.com

Expert, Professional Information Technology Support Services



On-Site Support

Remote Support Services

Factory Authorized
Repair Depot For
All Major Brands of
Hardware

Networking

IT Sales and Service



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