

# Service Wherever You Need It

Delivering nationwide support with the strength of partnership

## The Power of Our Network

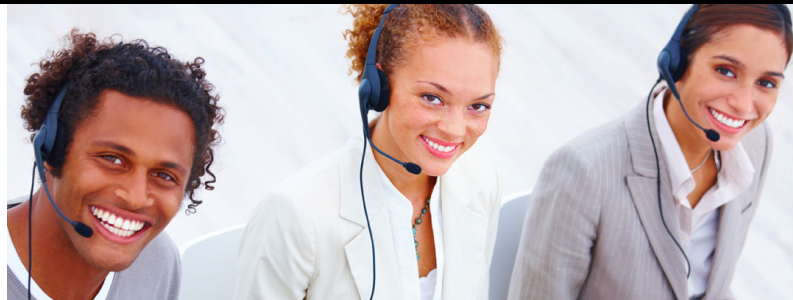
Our home office may be local, but as part of the Ingram Micro Service Network (IMSN), we have access to the largest number of service partners in North America. This network allows us to extend our reach across the nation and offer a diverse array of technical capabilities and leading-edge technology solutions.

## What Makes Us Different?

The IMSN gives us access to over 16,000 qualified technicians throughout North America. With the ability to rapidly deploy these technical experts through a single point of contact, we offer enhanced customer-support capabilities to maximize your ROI.

## The IMSN allows us to offer you the following services:

- Pre- and post-sales break/fix support
- Professional and consultative IT services
- High-quality delivery assurance
- Design and deployment of hardware and software across diverse platforms
- Access to secure and trusted partners backed by a *Fortune* 100 company
- Security and vulnerability assessment
- Enterprise storage and document management
- Wireless and mobility
- Networking, VoIP, IP surveillance
- AIDC, POS, RFID
- Digital signage
- Disaster recovery
- Business continuity
- Virtualization



## Project Deployment Services Include:

- Pre-sales support
- Project scope and design
- Team development and project planning
- Project deployment and execution
- Project completion
- Summary, analysis and reporting

## Our Promise

- Customer-satisfaction calls are placed regarding all incidents within 72 hours of completion.
- We use only professional, business-grade solution providers.
- Partners are measured on response time, technical capability, professionalism and communication.
- Quality and compliance oversight is reviewed by subcommittee.

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**DTC, LLC**