



Field Service

PC Mall's National Field Services provide a more cost-effective approach to managing distributed computing environments. Our managed solutions can provide improved SLAs and an average savings of 25% to 35% in the first year of support.

Call your PC Mall Gov Account Executive today to learn more.

1.800.MALL.GOV
www.pcmallgov.com



Take advantage of our extensive network of agents

PC Mall Gov has been providing top quality field service since we began over 25 years ago. With a constant focus on customer satisfaction, we have grown to over 700 certified engineers, technicians and project managers providing on-site support to our clients. Our agents are experts in their field with over 4,400 certifications between them. PC Mall Gov supports a wide variety of technology devices such as servers, desktops, printers, networking equipment, patch panels, phone systems, and displays, plasmas and LCDs.

National Coverage

With our own expert personnel and with our portfolio of proven, reliable subcontractors, PC Mall Gov is able to provide field coverage to every state in the country, including Hawaii and Alaska. Our dedicated dispatching team has the experience and know-how to ensure that we meet the most demanding service levels and that you can access resources when you need them the most.

Our Services

PC Mall Gov can provide a wide variety of customized, managed field services to our customers, including common services like these:

- ▶ Remedial maintenance
- ▶ Preventative maintenance
- ▶ Warranty support
- ▶ Engineering and field change orders and advisories
- ▶ End-to-end infrastructure support and management
- ▶ Network infrastructure maintenance support
- ▶ Cabling services
- ▶ IMAC services
- ▶ Deskside support services



PC Mall Gov has a network of IT experts and agents with a national reach. We can help you manage computing environments of any size across the country.

With our national field service, PC Mall Gov can create a front line support team to provide your employees with the services that they require from your IT department. We combine the right people, industry standards, process-driven methodologies and industry-leading tools to deliver a custom managed service solution that exceeds expectations.

Our proven processes, coupled with our continuous process improvement measures, ensure that you consistently receive exceptional service to support your objectives while driving down the cost of support.

PC Mall Gov
Smart IT Solutions for Government