



**ABC  
Computers, Inc.**  
*Business Solutions... Your Way.*

IT'S TIME TO

**FOCUS**

**WHERE IT COUNTS.**

When it comes to running your business, there are countless demands on your time and resources. Trying to navigate a complex tangle of technologies shouldn't be one of them. At ABC Computers, we can help you get out of the IT business and put the focus back where it counts: on growing your business and the bottom line.

**AND WE CAN HELP.**



**Microsoft** Partner

Gold Enterprise Resource Planning  
Silver Midmarket Solution Provider  
Silver Volume Licensing  
Silver Server Platform  
Silver Virtualization  
Silver Desktop



**TECHNOLOGY IS OUR BUSINESS FOCUS. WHAT'S YOURS?**

## MANAGED IT SERVICES FROM ABC COMPUTERS ONE OF THE SMARTEST BUSINESS DECISIONS YOU'LL EVER MAKE

You probably didn't go into business to focus on IT. Yet, somewhere along the way, your initial technology investments developed into a complex network of software, PCs, servers, printers, switches and more. If you are like many companies, a good portion of your time is now spent trying to navigate the latest technological advancements and reacting to IT issues rather than focusing on your core competencies.

It's time to get out of the IT business and put the focus back where it belongs: on growing your business, building profits and developing loyal customers. Gone are the days when streamlining IT processes was a simple, "one-man-band" endeavor. Technology is now an essential, ever-changing dynamic that can make or break your business. For more than 25 years, ABC Computers has been helping companies like yours develop stable, proactive and predictable IT infrastructures designed to support your current needs – as well as your long-term objectives.

Whether you already have an IT team or want ABC to be your IT team, we can help you achieve maximum productivity and make strategic decisions. All you need is a good partner that truly understands technology – and can provide the necessary maintenance and support. After all, that's our focus.

*"With ABC's Managed Services, we have a more proactive and predictable approach to maintaining our IT systems. There are no more unexpected problems or bills."*

*Mary Hansen, IT Manager  
Community First Bank*

### OUR PROMISE TO YOU.

- We will thoroughly evaluate your business before we recommend a technology solution built for your current and future needs.
- Your service contract is bundled with system administration that you can use at your discretion for maintenance or remedial tasks – either onsite or remote.
- We will clearly communicate all phases of the implementation, from software installation to reconfiguration, for easier monitoring and management.
- When you contact us with an emergency, we guarantee that your call will be either answered immediately or returned within 60 minutes by an experienced technician who can help.
- You will get answers to your questions in *plain English*. Our staff will not talk down to you or make you feel stupid by using "geek speak."

# "IT" AND SURPRISES

DON'T BELONG IN THE SAME SENTENCE

Running a business is stressful enough without the added pressures of dealing with "IT surprises." From computer viruses and confusing software upgrades to server crashes and printer problems, there's nothing more frustrating than downtime that hinders productivity. Why roll the dice and risk losing valuable data, time and money?

Save the surprises for birthday parties in the break room, not technology issues in the server room. Put decades of technical expertise to work for your business with Managed IT Services from ABC Computers.

Our proactive IT management and support services are designed to reduce the risk of expensive, catastrophic failures and keep your systems running at maximum efficiency, all at an affordable, "no surprises" monthly fee. At ABC, our goal is to help you understand how to put technology to work for your business through exceptional, reliable service and a no "geek speak" guarantee.

## FROM BANKS TO BIKE MANUFACTURERS, WE'VE GOT YOU COVERED

Regardless of the nature of your business, you can't work without technology. But why try to find a one-size-fits-all solution to your IT needs? Processing bank loans requires different system administration than supply chain management for food service. At ABC, our goal is to provide Managed IT Services that are tailored to your specific business and industry needs — and are scalable to help you manage growth on your terms.

*"ABC Computers was an essential component during the startup phase of our newly formed company. We were able to effectively focus our resources on managing and cultivating the business while they ensured we were well supported with our IT requirements, often at a moment's notice. As our business grows, ABC continues to foster a plan for IT growth as well."*

*Kelly Sparks, Quality Manager  
Advanced Barrier Extrusions, LLC*

## IT'S NOT A MATTER OF IF. IT'S A MATTER OF WHEN.

Don't get caught off-guard by costly, inconvenient service interruptions, or worse. Without the necessary monitoring and maintenance, catastrophic data loss is not a matter of if. It's a matter of when. Count on ABC Computers to protect your IT investments and help you save time and money. It will be one of the smartest business decisions you'll ever make. Give us a call today to get started.

## What You Get with ABC's Managed IT Services

- **Predictability:**  
Our "no surprises" fixed monthly fee saves you time and money and reduces your total cost of ownership.
- **Prevention:**  
We take a proactive approach to maintaining your IT systems so that issues are identified and resolved before they interfere with "business as usual."
- **Protection:**  
Our security services increase reliability and reduce the risk of costly intrusions, data theft, damaged customer relationships and lost efficiency.
- **Productivity:**  
Let us take care of your systems so you can focus on your core competencies and growing your business.
- **People:**  
Our systems engineers and computer technicians are the best in the business. There's virtually no IT problem we haven't solved.

## THINK OF US AS YOUR ON-DEMAND IT EXPERTS



# YOUR PLACE OR OURS?

## WE ARE WHERE YOU NEED US THE MOST.

ABC employs a combination of onsite and remote services, as well as automated tools, to provide your business with proactive IT support:

### Remote Services

- Current site assessment and review of network infrastructure and security policies
- IT asset inventory and site diagram creation for proactive network planning
- 24/7 server, network, and workstation monitoring
- Installation of software applications and required updates
- Management of user accounts, security/server patches and software licensing
- Anti-virus and spyware definition management and removal
- Management of network configuration, printers, system inventory and SPAM
- Monitoring of back-ups, hardware, service and event logs
- Screen and desktop sharing (e.g. Glance sessions) for remote "show and tells"

### Onsite Services

- Onsite break/fix of Windows OS-based workstations and attached peripherals
- Knowledge transfer to in-house administrators and end users
- Set-up and deployment of new systems
- Assistance with resource allocation, hardware failure resolution
- Diagnosis and repair of defective hardware
- Hardware installation and upgrades

### Third-Party Software Support

Why not let us handle all of your technology needs? As an added service, ABC Computers will serve as your trusted liaison with third-party providers and coordinate all support requirements. Give us the ball, and we'll run with it:

- Hand it off – a single point of contact for all requests and issues
- Rest assured – faster resolution backed by our expertise
- Save time – no long waits for vendor resolution
- Stay up-to-date – smooth installation of upgrades



*"We are first and foremost an ice cream business. We do ice cream. We don't do systems. That's why we partner with ABC. They provide us with expertise in the systems."*

*Lon Foree, Logistics Manager  
Schoep's Ice Cream*



## WE ARE HERE FOR YOU.

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