



## On-Site Services

*“Expanding  
Your Reach”*

Phoenix Group

The Phoenix Group understands that your hardware may be currently backed by a manufacturer's warranty, but what happens when you need expanded coverage and cannot wait weeks for a repair?

With Phoenix Group the protection of fast expert technicians to keep your computer hardware functioning properly is a top priority. Many businesses demand superior on-site maintenance support for their hardware and related software solutions. Phoenix Group total service offerings can eliminate this concern by managing each service incident from inception to final resolution

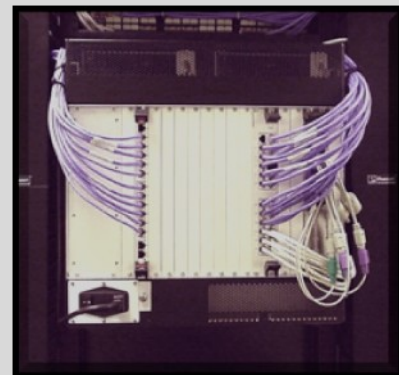


Our years of experience have allowed us to build a set of scalable, repeatable best practices that ensure successful on-site maintenance implementation. Phoenix Group's service experts can dramatically reduce the cost of technical support for your organization.

With over 2700 direct service technicians nationwide, and strategic alliances that allow access to over 10,000 qualified technicians worldwide, we have a knowledge base and resources to provide unsurpassed hardware maintenance. On-site services include maintenance as well as installation, equipment upgrades and break / fix solutions.

Often your networks are comprised of components from various manufacturers. With Phoenix Group you now have one place to call to support your multi-vendor hardware networks. Our expertise is not limited to computer systems, but also encompasses peripherals, midrange servers, network infrastructure and storage devices.

We offer a flexible array of service programs that can be customized to meet the needs of your business, from 24/7 on-site service with maximum availability to the option of next day service or parts logistics for self-service.



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