

Service Support Contracts

Let GTRI manage your service contracts at no additional charge.

Managing all of the service contracts your IT infrastructure requires can quickly become a time-consuming burden. When you purchase hardware from GTRI, we manage your service contracts at no additional charge. Our dedicated team of experts offers a single point of contact and accountability for a comprehensive range of contract management services:

- » **Research.** We facilitate an audit to make sure our services cover all necessary contracts and equipment.
- » **Verification.** We check your hardware contract serial number by serial number to verify correct product information, service coverage level, and installation sites.
- » **Co-termination.** We help you determine an appropriate end date for each of your products to minimize the number of renewals required per year.
- » **Consolidation.** We help you consolidate multiple service contracts for easier administration.
- » **Lifecycle analysis.** We keep your contracts current, ensuring proper coverage, by identifying End-of-Life (EOL) and End-of-Support (EOS) products and applying procurement strategies to maximize your savings.
- » **Renewal.** We inform you of all purchasing options and ensure smooth contract renewals year after year.

SERVICE SUPPORT CONTRACTS FROM GTRI

- Escalate issues to receive faster service
- Eliminate duplicate service coverage
- Coordinate service start and end dates
- Update serial numbers after returns or trade-ins
- Determine whether it's time for a software upgrade
- Label your assets for easy reference

About Global Technology Resources, Inc.



A LETTER FROM GTRI'S EXECUTIVE TEAM

In 1998, we launched our business as a three-man operation out of a home office. Today, GTRI is a 150-person firm with a national footprint, clients across multiple industries, and annual revenues exceeding \$150 million. We have evolved from simply selling computer hardware to delivering strategic IT solutions, which have recently included:



- » Improving the speed and efficiency of the nation's 911 emergency response capabilities
- » Safeguarding a national gas pipeline in accordance with evolving security requirements
- » Enhancing the quality of patient care in a cutting-edge healthcare facility
- » Managing and securing data used in next-generation military, transportation and space exploration projects

Early on, we dedicated ourselves to one principle – customer loyalty. Companies often mention customer satisfaction as a core value, but concrete actions are less common. Over the years, GTRI has taken hundreds of iterative steps to improve service delivery, including:

- » Developing a dedicated customer support model spanning account executives, inside sales representatives, and consulting engineers
- » Customizing, automating and adopting our proprietary service delivery model
- » Building an automated quality tracking system for project delivery and product fulfillment
- » Receiving ISO 9001:2008 quality management certification

We wouldn't be where we are today without our customers' continued support and constructive feedback along the way. We welcome the opportunity to find out how we can help your organization achieve its business goals, and to earn your loyalty.

We look forward to working with you!

Lance K. Vierra
Chairman and President

Greg C. Byles
EVP of Sales

Glenn B. Smith
EVP of Operations

What we do

Data Center Computing

GTRI offers a consultative, holistic approach to help you use your data center resources more effectively and drive down costs.

GlobalSure™ Managed Services

With GlobalSure Managed Services, GTRI keeps an expert eye on your IT so that you can stay focused on your core competencies.

IPv6

Drawing upon extensive experience in IPv6 planning and deployment, GTRI can provide expert direction to guide you through the IPv6 transition process.

IT Staffing

GTRI aligns itself with the most talented IT professionals in key markets to help you meet your staffing needs.

Network Consulting

Expert GTRI consultants can optimize your network for availability, performance, scalability, flexibility, security, lower cost of ownership, and ease of operation.

Security

GTRI can design and implement a customized security solution to help you protect your core network, minimize risk, and keep your business-critical systems up and running.

Service Contract Support

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Structured Cabling

GTRI offers comprehensive cabling solutions that deliver long-lasting benefits, including lower costs for relocations, changes, and upgrades.

Unified Communications

With an expert UC solution from GTRI, you can empower your employees and co-workers to connect virtually anywhere, at any time.

Wireless

GTRI delivers end-to-end wireless solutions customized to each customer's unique requirements for range, coverage, performance, security, and manageability.



990 S. Broadway, Suite 400 / Denver CO 80209

877.603.1984 / 303.455.8800

www.gtri.com