

Technology acquisition made easy

Procuring IT products can be time-consuming and overwhelming. However, ISS Solutions offers the knowledge and resources needed to simplify acquisition, configuration, and deployment of IT assets. ISS Solutions uniquely provides comprehensive procurement services designed to reduce costs and expedite time to value.



A cost-effective and streamlined approach to procurement

Through close collaboration, our experts ensure you purchase the right products for your business. We begin with a thorough situation analysis, where we map your requirements to the vast array of offerings on the market. Then, our procurement professionals make recommendations based on their understanding of your environment and the technology available, giving you the most efficient and cost-effective solution possible. Our personalized touch carries through to purchasing, delivery, and installation, if needed.

With ISS Solutions, you benefit from:

- ▶ Anytime, anywhere ordering
- ▶ Real-time pricing, availability, order status, and tracking information
- ▶ Enhanced security
- ▶ Personalized pricing based on your needs and buying patterns
- ▶ Access to more than 90,000 products in our online catalog
- ▶ Detailed product information and specifications
- ▶ Easy online search capabilities
- ▶ Side-by-side product and feature comparisons
- ▶ The ability to set and store preferences for streamlined searches
- ▶ Access to product acquisition experts

ISS Direct

Secure, online technology acquisition

ISS Solutions offers a self-help option via ISS Direct. A web-based product catalog and purchasing system, ISS Direct provides access to real-time pricing and availability information on more than 90,000 products from such industry leaders as HP, IBM, and Cisco. With it, you can compare products, configure systems, and place orders online—securely—24 hours a day.

ISS Solutions technology acquisition services include:

- ▶ Technology planning and design
- ▶ Configuration services
 - Customization, imaging, and rollout
- ▶ Asset management
 - Serialized and non-serialized tagged assets tracked via bar code
- ▶ Customized ordering process
 - Secure, online procurement portal
 - Customized product catalog
 - Dedicated account management
 - Custom account profiles and billing codes
 - Electronic checks and balances—management approval processes
 - Electronic delivery notification and tracking

Enabling greater value through partnerships

ISS Solutions leverages an extensive network of partners and distributors to offer customers the best price and service possible.

IBM	Symantec	Lenovo
Toshiba	HP	Xerox
Ingram Micro	Sony	Tech Data
Lexmark	Nortel	Epson
Cisco	Oki Data	3Com
Microsoft		

Comprehensive, flexible services get you up and running quickly

Our commitment to you doesn't end once you purchase products. With hundreds of technical certifications and an extensive network of well-trained field engineers, we provide exceptional post-sale support services. From routine printer maintenance to highly technical server support, we maintain and manage your warranty and post-warranty equipment to maximize the useful life of your assets and, ultimately, save you time and money. We'll even set up custom service level agreements based on the needs of your organization. Our services are available to meet your specific needs during procurement, installation, and ongoing maintenance.

