

As a Microsoft Certified Gold Partner, Intelinet Systems has expertise in design, deployment, and customization of networking infrastructure solutions, as well as, messaging, collaboration, recoverability and security solutions.

Intelinet Systems is also a VMware Partner that provides virtualized infrastructures that create efficient, high availability and disaster recovery environments.

Intelinet Systems' end-to-end approach for IT highlights its range of services and solutions that provide IT decision makers a single point of contact.

Intelinet Systems is factory authorized to service and support computers and printers from the major manufacturers, in and out of warranty (See list below).

**Hewlett Packard / Compaq**  
Desktops/laptops/printers/servers

**IBM**  
Desktops/laptops/printers/servers

**Toshiba**  
Laptops/desktops

**Sony**  
Desktops/laptops

**Dell**  
Desktops/laptops/printers/servers

**Lenovo**  
Desktops/laptops

**Lexmark**  
Printers

# Quick Reference Guide

Version 2.03

## Office Business Hours:

Monday—Friday 8:00am to 5:00pm (CST)

## Service Dispatch Hours:

Monday—Friday 8:00am to 5:00pm (CST)

## Service Department Contact Information:

Phone: 972-331-3371 (during dispatch hours)

Email: [service@intelinetsystems.com](mailto:service@intelinetsystems.com)

For after hours emergency service, please inquiry about our membership program.



Partner



SUPPORT OFFERINGS

**Onsite Hardware Support**

When you require manufacture-level expertise for hardware and software support but want to avoid the manufacturer's inevitable customer service and logistics hassles. We can track your service request with a single point of contact. You get instant access to factory certified technicians available for on-site support. We are an authorized repair and service facility for most brands of servers, desktops, laptops, printers, and other networking devices.

**IT Outsourcing and Staff Augmentation**

Outsourcing our technical staff can help reduce your TCO. Key benefits are lower overhead, broader technical expertise, less time managing staffing challenges and having our entire organization backing the support technicians and engineers.

**Managed Services**

Our responsive IT services are dedicated to helping you and your staff focus on the primary purpose of your business, while keeping your entire infrastructure running smoothly. We understand how important your computer network systems are to your business and we have the consultants and programs in place to manage your information systems effectively. By taking a team approach, we make customer service our top priority.

**Local & National Support Agreements**

We offer annual service agreements for most IT equipment which are designed to keep your cost down and in control of your IT budget. Our SLA's economize parts, labor and management of the service process by providing full coverage for service requests. Our agreements also allow end-users to place service calls directly if needed, thereby allowing you to focus on IT issues all for one annual fee.

**Custom Configuration Capabilities**

Our configuration lab is available to provide turn key solutions before you receive your new system. We can pre-load your software images and complete any hardware configuration to custom specifications. Our pre-shipment process includes: hardware testing, 24-hour burn-in and a quality control check prior to each units departure from our configuration center.

**Microsoft Solutions**

We are a Microsoft Gold Certified Partner with expertise on Microsoft Windows Server, Small Business Server, Exchange Server, SharePoint Technologies, System Center Solutions and the Microsoft Office System. By building enterprise solutions around familiar Microsoft technologies and programs—customers are able to better manage, prioritize and collaborate on the ever increasing volumes of information.

**VMware**

Intelinet Systems provides virtualization solutions that increase efficiency and cost-effectiveness of your IT operations. Solutions include Server Consolidation, High Availability and Disaster Recovery using cross site replication.

**Imaging/Printing Solutions**

Keeping your printer environment running smoothly is a never ending challenge. Our printer support service removes your burden while decreasing your TCO. Our combined expert printer repair and professional imaging supplies is the perfect trouble-free, cost effective way to maximize your imaging system uptime and performance.



business partner



I N T E L I N E T S Y S T E M S

# Price Schedule

## LOCAL "PER INCIDENT" SUPPORT

Equipment	On-Site Hourly Rate (1hr min)	Travel Charge (per -incident)	Carry-in Hourly Rate
Printer Support	\$95.00	\$15.00	\$95.00
Laptop / Software Support	\$95.00	\$15.00	\$95.00
Desktop / Software Support	\$95.00	\$15.00	\$95.00
Server / Network Support	\$150.00	\$15.00	\$150.00

## NATIONAL "PER INCIDENT" SUPPORT

Equipment	On-Site Hourly Rate	Travel Charge (per -incident)	Carry-in Hourly Rate
Printer Support	\$135.00	\$95.00	N/A
Laptop / Software Support	\$135.00	\$95.00	N/A
Desktop / Software Support	\$135.00	\$95.00	N/A
Server / Network Support	\$180.00	\$95.00	N/A

## WARRANTY SUPPORT (DFW area only)

Equipment	Full On-site Warranty	EURP Level I & II	On-Site Support
Printer	\$0	Per-incident Rate	\$55.00
Desktop	\$0	Per-incident Rate	\$55.00
Laptop	\$0	Per-incident Rate	\$55.00
Server	\$0	Per-incident Rate	\$55.00

## FLEXIBLE SERVICES ACCOUNT

Amount	Printer	Desktop / Laptop	Server / Network
\$2,000.00	\$90.25	\$90.25	\$142.50
\$4,000.00	\$85.50	\$85.50	\$135.00
\$6,000.00	\$83.12	\$83.12	\$131.25
\$8,000.00	\$80.75	\$80.75	\$127.50
\$10,000.00	\$76.00	\$76.00	\$120.00

Buy down your service rates with an advanced purchase  
Flextime is not available for all services such as National Services and Advanced Engineering.

## REMOTE MANAGEMENT SUPPORT

Device	Monthly Price	"One time" start-up fee of \$399.99 Additional payment options are available for start-up fees
Server / Network Device	\$149.99	
Desktop / Laptop	\$17.99	

## ADVANCED ENGINEERING

Technologies	Technologies	Price
SharePoint Technologies	System Center Solutions	\$180.00*
VMware Solutions	Storage / SAN	*Flextime does not apply to these technologies.

1901 N Glenville  
Suite 451  
Richardson, TX. 75081

Toll Free: 800-522-7131  
Phone: 972-331-3371  
Fax: 972-331-3333

Web: <http://www.intelinetystems.com>

Email: [info@intelinetystems.com](mailto:info@intelinetystems.com)