

PowerUP! PRIORITY SERVICE ASSURANCE PLAN

WORRY-FREE NETWORK MAINTENANCE

Our economical PowerUP! program keeps your network up and running.

With our growing dependency on computing, Internet access, e-mail, etc., it is necessary to keep your network, and thus, your business operational. Our PowerUP! program provides you with the resources and priority service you require to maintain your network stability.

We assure our customers:

- 4 Hour Response Time
- Minimal Down Time
- On-site, Remote Service and Phone Support
- 10 – 100 Hour Blocks of Labor/12 Month Plan

Our PowerUP! customers also benefit from the following personalized services:

- New product research and recommendations in order to provide you with state-of-the-art equipment to meet your networking needs.
- Tracking status of hardware maintenance contracts and software licensing. We ensure that you have plans in place to provide overnight replacement of hardware that is critical to your network, and that your software is kept current at minimal expense.
- Project management of telecommunications vendors to facilitate T1, DSL, cable installations and FIOS.
- Coordination of services for remote offices outside the Northern New Jersey service area.
- Consultation with software vendors for smooth installation or upgrade of proprietary packages.

The basis of this program is the purchase of prepaid blocks of service labor in varying sizes to be used for on-site priority repairs. Labor may be used for service on hardware, software, printer or network support. Necessary parts are billed separately. A discounted rate schedule is available for blocks of 25 or more hours.

Contact us today and take the worry out of network maintenance.



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