



## On-Site IT Support

Apex has a “field services” organization to handle on-site support of IT environments. This differentiates us from our competitors. Few IT companies have invested in high-quality engineers and technicians and even fewer have enough resources to cover emergency and regular on-site dispatches.

### Apex’s on-site technicians are NOT third party contractors

The IT professionals dispatched to a client’s location are our core Apex employees. We do not use third party contractors that are paid by the job or by the hour. At Apex we are committed to the successful resolution of our client’s IT issues and the total satisfaction of any client engagement. Our engineers, technicians, NMC and Help Desk staff maintain a “team” approach. We do not “pass the buck”. The same team will work to successfully complete your project, as quickly as is practical, with a watchful eye on your bottom line.

### On-Site IT Support that meets the needs of your infrastructure, your staff and your budget

#### Scheduled On-Site IT Support

Scheduled on-site IT support provides an on-site, regularly scheduled Apex resource at the lowest possible cost. It’s a high-touch, high-value service that is partnership-oriented.

- Clients are able to purchase pre-scheduled packages (minimum 4 hour package)
- Pre-scheduled hours are perfect for routine maintenance like:
  - Software patches and updates: Microsoft, Cisco, Aruba, Juniper, and others
  - New installations, moves, adds or changes
  - Data backups
  - Troubleshoot and repair
  - Other predetermined and agreed upon IT services at the request of the client

#### Dispatched On-Site IT Support

On-site, on-demand IT support. You call and we show up on-site, on-time to resolve your issue. Apex has a number of solutions to fit your budget: Same business day, next business day and emergency dispatch options are all available. Clients call the Apex help desk and request an on-site dispatch. Our technicians respond based on your company’s requirements.

Apex professionals have been delivering on-site IT services for the past 25 years. It’s not just about the technology — it’s about the end-user, the client’s business, rapid response and maximizing client up-time.

*Many clients find it reassuring and valuable to combine on-site IT support services with remote monitoring/repair and help desk services. Discounts are available when you combine multiple Apex offerings into a customized Personal CIO™ Program.*