



Great Lakes Computer Maintenance & Repair

Service Packages to Fit Your Needs

Multiple levels of flexible, customized, and affordable coverage packages.

Contract Maintenance

On-site priority service from highly trained engineers at an affordable monthly rate.

Coverage Types: 24 hr x 7 days • 13 hr x 7 days • 8 hr x 5 days

Service Levels: 2 hour • 4 hour • Same Business Day (SBD)

Next Business Day (NBD)

Managed Print Programs

Total support program for your laser printer environment that includes ALL repairs and consumable products (i.e. toner). REDUCES your Total Cost of Ownership (TCO).

Time & Material Repair

On-site repair on a per incident basis, with same team of experienced service engineers that provide full service to our contract customers. Competitively priced labor "meter" begins only upon the technician's arrival at your site.

Preventative Maintenance

Preventative maintenance tunes your equipment for smooth operation and protects you from disruptive outages on all printers.

Depot Repair

Drop off your laptop, scanner, printer, server, or point-of-sale unit at the GLC repair facility and we'll have your equipment repaired in a timely fashion, with customized coverage types and service levels.

Coverage Type: Advanced Exchange • Depot Maintenance • Depot Repair

Service Levels: Next Business Day • 3-day turnaround • 5-day turnaround

What **happens** when your
hardware fails you?

No email/internet - employees can't work

Can't print invoices - products don't ship

You lose time and money...!

What if you could **eliminate** these worries,
and **lower your costs**?

With a repair and maintenance program from
Great Lakes Computer, **it's that easy.**

Our expert technicians can meet and exceed your needs for computer and printer repair.

GLC uses only Original Equipment Manufacturer (OEM) parts and trained / certified technicians. Experience the benefits of GLC Maintenance and Repair Programs:

- Reduced costs
- Extended equipment lifespan that improves ROI
- Reduced need for IT staff and in-house technology expertise
- Fast, efficient, professional service
- Lower costs than your current OEM contract rates

What You Can Expect

- You'll be assigned a primary and a backup engineer who knows you and your equipment.
- Maintenance and repair for all major brands of servers, printers, plotters and storage equipment, including the complete line of IBM AS/400 - iSeries and RS 6000 - pSeries equipment.
- Nationwide on-site service with local parts inventory.
- Dedicated customer service with aggressive call escalation process.
- POS equipment repair.
- AS/400 remote monitoring.
- AVERAGE SAVINGS of 30% or MORE.
- Peace of mind.

Schedule your **FREE,**
No Obligation
Print Cost
Assessment TODAY!
Call 1-800-899-4522



Learn more by visiting
www.greatlakescomputer.com



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