



## Precision technology. And the precise service you've come to rely on.

With a growing business, it's hard to predict future technology needs — especially as technology advances. At Staples Technology Solutions, we understand these challenges and will work with you to make sure your systems are always up to the job and up with the times. In an increasingly complicated IT world, you can count on us to let you know which equipment and services are vital to your business — and which are not. And it's all part of your existing Staples program.

Our team can take care of your entire IT operation, or act as an extension of your in-house IT department, providing additional support or specific expertise as needed. Either way, we're here to help you make the right technology decisions.

### **Certified technology expertise for your:**

- Computer hardware installation and product support
- Software installation and maintenance
- LAN/WAN networking
- Printer sales and service
- Security, backup, virus protection
- System upgrades
- IT support
- Phone systems installation and maintenance
- Asset tagging and tracking
- Computer imaging

### **Maintain all the benefits of your existing Staples Contract relationship**

- Same account manager
- One invoice
- Integrated reporting
- Vendor consolidation

### **Here's how it works:**

#### **Planning and design**

We plan, install and maintain all the products and services we offer, so you have one reliable source for all your technology needs. In fact, we can provide just about everything you need to run your business in terms of technology, including hardware, software, communication systems, and networking functionality. Work with us, and you'll have all the tools you need to keep your business running productively, efficiently and on budget.

To start, our certified experts will research and implement solutions specifically tailored to your growing business. We'll do an upfront needs assessment and provide a detailed recommendation of products and services that make sense for your office.

#### **Flexible systems to fit your needs**

- Next, we'll source and install all the equipment and services you need, in addition to training your employees.
- We work only with high-quality name-brand partners, so you can be confident knowing you're getting the best.

#### **Communication systems:**



Continued on back.

*“My Staples Technology Solutions Representative exhausted every possible avenue; made several recommendations, which saved our company money; and was able to solve my problem on the very same day I came in with it.”*

— Jose F. Echeverri, Owner,  
Echeverri Investment Services

## Hardware and software:

**LINKSYS**<sup>®</sup>  
A Division of Cisco Systems, Inc.

**Microsoft**

**intel**<sup>®</sup>

**hp**<sup>®</sup>  
i n v e n t

**symantec**<sup>™</sup>

**LEXMARK**<sup>™</sup>

**brother**<sup>®</sup>

## Service and maintenance you can count on

- We'll customize a service plan to provide as much or as little support as your office needs. So as your business grows, we can monitor and adjust the plan accordingly.
- Working side by side with your account manager, our experts will make sure you always have all the necessary support — be it IT, maintenance, or product and service consultation.
- In emergency situations, we respond quickly, with guaranteed on-site response pending your choice of service level.

Since our experts take care of everything from planning to installation to routine maintenance, you'll have less to worry about and your office operations will run more efficiently than ever before. What could be easier than that?

## Case Study: The Arc of Dauphin & Lebanon Counties

When the Arc came to Staples, their technology environment did not give them the ability to back up files or print share. Staples Technology Solutions provided them with a turnkey solution that included a networked and secure data infrastructure, in addition to file backup capabilities and ongoing technical support.

**“Staples has been an excellent partner in modernizing and maintaining our computer infrastructure. Staples’ engineers came in and looked at what we had, listened to where we needed to go, understood the financial constraints of a nonprofit organization, and proposed an excellent package that balanced performance and expandability with minimal management and cost. Their technicians are very personable, knowledgeable and willing to go the extra mile to solve problems and get the job done on time and within budget.”**

— Matthew George, IT/Facilities Director, The Arc of Dauphin & Lebanon Counties

**For more information on office solutions that go beyond office supplies, contact your Staples Account Manager or visit [www.staplescontract.com](http://www.staplescontract.com).**

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