

The Best IT Service Companies with a Single Point of Contact

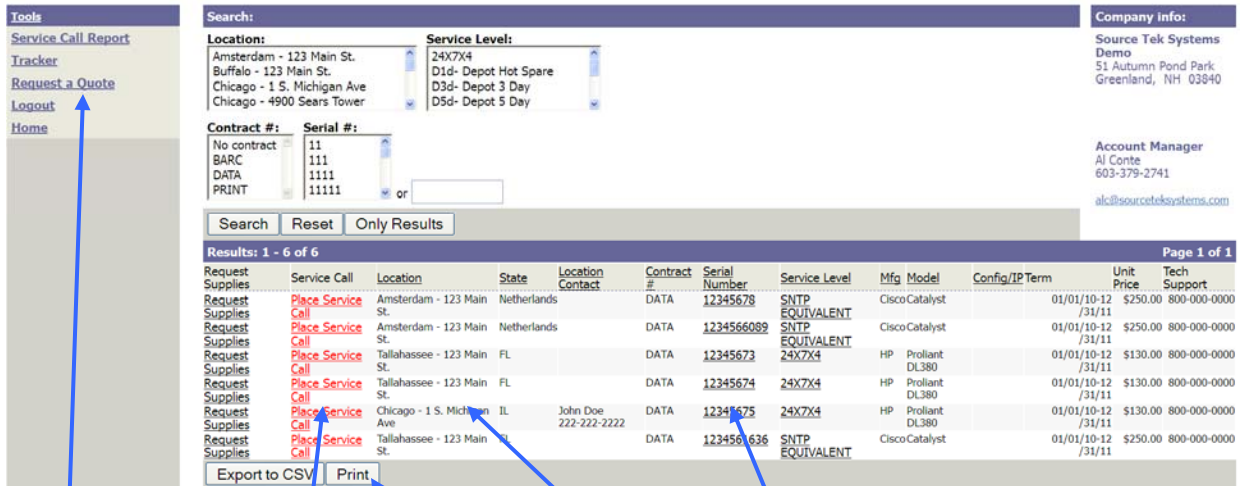
Sourcetek saves clients time and money through consolidating and managing multi-vendor support contracts.

Sourcetek partners with the best service companies around the globe. We source from OEM, OEM authorized and select third party maintenance organizations to build a service solution suited to your IT asset age and location.

Tired of keeping track of multiple service agreements, renewal dates, and service call placement and escalation procedures?

Sourcetek eliminates these normally time consuming inefficiencies through a single web portal. Our staff makes the processes of IT support agreement procurement, utilization, and renewals easier. We enable clients to see all important contract information, place service calls, escalate service calls, look up call history, request equipment additions and deletions, and order supplies. Plus, our dedicated team of customer service professionals monitors every aspect of contract administration and service delivery – so your team does not have to!

Sourcetek's web-based tools make using and managing support contracts easier.....

Tools
[Service Call Report](#)
[Tracker](#)
[Request a Quote](#)
[Logout](#)
[Home](#)

Search:
Location: Amsterdam - 123 Main St.
 Buffalo - 123 Main St.
 Chicago - 1 S. Michigan Ave
 Chicago - 4900 Sears Tower
Service Level: 24X7X4
 D1d- Depot Hot Spare
 D3d- Depot 3 Day
 D5d- Depot 5 Day

Contract #: No contract
 BARC
 DATA
 PRINT
Serial #: 11
 111
 1111
 11111

Company info:
 Source Tek Systems
 Demo
 51 Autumn Pond Park
 Greenland, NH 03840
 Account Manager
 Al Conte
 603-379-2741
alc@sourceteksystems.com

Results: 1 - 6 of 6 Page 1 of 1

Request	Service Call	Location	State	Location Contact	Contract #	Serial Number	Service Level	Mfg Model	Config/IP Term	Unit Price	Tech Support
Request Supplies	Place Service Call	Amsterdam - 123 Main St.	Netherlands		DATA	12345678	SNTP EQUIVALENT	CiscoCatalyst		01/01/10-12 /31/11	\$250.00 800-000-0000
Request Supplies	Place Service Call	Amsterdam - 123 Main St.	Netherlands		DATA	1234566089	SNTP EQUIVALENT	CiscoCatalyst		01/01/10-12 /31/11	\$250.00 800-000-0000
Request Supplies	Place Service Call	Tallahassee - 123 Main St.	FL		DATA	12345673	24X7X4	HP Proliant DL380		01/01/10-12 /31/11	\$130.00 800-000-0000
Request Supplies	Place Service Call	Tallahassee - 123 Main St.	FL		DATA	12345674	24X7X4	HP Proliant DL380		01/01/10-12 /31/11	\$130.00 800-000-0000
Request Supplies	Place Service Call	Chicago - 1 S. Michigan Ave	IL	John Doe 222-222-2222	DATA	12345675	24X7X4	HP Proliant DL380		01/01/10-12 /31/11	\$130.00 800-000-0000
Request Supplies	Place Service Call	Tallahassee - 123 Main St.	FL		DATA	123456636	SNTP EQUIVALENT	CiscoCatalyst		01/01/10-12 /31/11	\$250.00 800-000-0000

[Export to CSV](#) [Print](#)

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Tracker Search - Mozilla Firefox

Get a new quote – online

Place a service call – online

Print your service agreement OR export to a CSV file – 7X24 online

See all of your assets at one time online – shows location, service levels, contract status etc.

Use Sourcetek's online Request-A-Quote feature for time-saving (and money-saving!) contract pricing.

Want to add a device to the master agreement? Simply access the Sourcetek web site, provide model number, location, and coverage requirements, and Sourcetek will respond with on-line pricing.

Here's How IT Works

1. **Sourcetek provides multi-vendor service solutions for all types of IT equipment, with one invoice, one contract term, and one point of administration.** That means you save time and money by going to only one source for quotes and billing from multiple service providers.

Systems, Data Centers, Workstations, Servers, Printers, RF Equipment, Routers, Hubs, PCs – they all have to be maintained. There are often hundreds, even thousands of multi-vendor devices, spread across varied geographies. Wouldn't it be nice to have one integrated service contract, with one invoice, and one organization to call regarding all billing questions and pricing issues?



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Tools	Search:	Company info:
Service Call Report Tracker Request a Quote Logout Home	Location: Amsterdam - 123 Main St. Buffalo - 123 Main St. Chicago - 1 S. Michigan Ave. Chicago - 4900 Sears Tower	Source Tek Systems Demo 51 Autumn Pond Park Greentand, NH 03840 Account Manager 603-379-2741 info@sourceteksystems.com
	Service Level: D56- Depot Hot Spare D55- Depot 3 Day D50- Depot 5 Day	
	Contract #: Serial #: No contract 111 SBMC 1111 DATA 11111 PRNT 111111 or	
	<input type="text"/> <input type="text"/> <input type="button" value="Search"/> <input type="button" value="Reset"/> <input type="button" value="Only Results"/>	

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2. **Sourcetek provides online asset tracking for existing and new assets, giving instant and secure access to all contract and equipment information twenty-four hours a day, seven days a week.** This means a corporate user can log on, view assets at a glance, place service calls, plan renewals, and shop for better pricing – all on the same web site.

Keep track of all of your IT hardware assets – live 7x24. Know where everything is, or where it is supposed to be, who is responsible for that asset, and how much you are paying to maintain it. Know when the contract renews, plan budgets, and do it all with Sourcetek.



Tools	Shipping Information:
Service Call Report Tracker Request a Quote Logout Home	Company Name: Source Tek Systems Demo Location Address: 123 Main St. City, State & Zip Code: Tallahassee, FL 32304 Site Contact Name: <input type="text"/> Site Contact Phone Number: <input type="text"/> Site Contact Email: <input type="text"/>
	Equipment Information: Serial Number: 1234561636 Manufacturer: Cisco Model Number: Catalyst Description of Problem: <input type="text"/> <input type="button" value="Submit Service Call"/>

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3. **Sourcetek saves the end-user time by providing a single web site for all service call placement.**

Place service calls enterprise wide, across all equipment types, on the same website. You get the convenience of one stop service, without giving up the expertise of "best in class" providers.

Included in Sourcetek's service and support solutions are:

- 24x7x365 Coverage
- On-site Next Business Day Coverage
- On-site Four Hour Response Coverage
- Three Business Day Depot Coverage
- Five Day Depot Coverage
- Next Day Hot Spare Depot Coverage
- Custom Service Plans

Contact us today to find out how you can save time and money and make service easier!



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