



SIGNATURE
TECHNOLOGY
GROUP, INC.

IT Maintenance & Support Services



Low Costs.
High Performance.
One Source.

Turning Maintenance and Support Services

Progressive companies are looking at old issues in new ways. When it comes to IT maintenance and support, there is growing recognition that a fine-tuned, reliable and mission critical IT environment can mean the difference between marketplace success and failure.

Reduce your support costs by up to 50%

The question becomes how to provide top-level service while minimizing costs, especially after warranties expire. Staying with OEM programs can be expensive. And that's certainly not what most companies need in a challenging economy that stretches financial resources to the limit.

Then there's the headache of managing multiple service vendors, each with its own service perspective and cost structure. You can easily spend your entire budget—to say nothing of your valuable time—on maintenance and support instead of focusing on core business objectives.

Signature Technology Group Provides the Solution

Signature Technology Group (STG) delivers flexible pricing and enterprise-wide solutions that extend the useful life of IT investments and reduce operation expense. Customers often comment that our economical, high-quality maintenance and services help them reduce support costs by up to 50%. Our programs also increase service-level agreement mandates, free up valuable capital resources and result in fast, measurable, predictable ROI.

What's more, high "first call" resolution rates keep your IT environment running smoothly. By leveraging our proven methodology to map the correct skill level to the issue at hand, we ensure the fastest possible resolution.

Here are more important benefits you'll receive from STG:

- Single vendor management
- Improved resource management
- Consistent high-quality service
- Improved customer satisfaction
- Reduced risk
- Flexible and customized service level agreements
- Enhanced cost control and greater cost savings

A Full Range of Services

STG can meet all your hardware and software maintenance needs with a single call. We support a wide range of products including those manufactured by IBM, Sun Microsystems, Hewlett Packard, Unisys, Dell, EMC and Cisco. You'll also receive the benefit of STG's 20+ years experience providing high-level maintenance support to all types of business in the commercial, financial and public sector markets.

You'll immediately notice the pride our technicians take in providing not only great service and clear communications, but also in knowing your specific business needs. Our goal is to help you increase your productivity and decrease problem resolution time.

The STG Signature Service Model

Hardware Maintenance
Mainframe, Servers, Laptops
Storage, Disk & Tape
Network Switches, Routers
Mission Critical Systems

Project Management
Migrations, Upgrades, Deployments
Configuration Mgt.
Equipment Inventories
Software Audits, Network Reconfiguration

Customer Business Requirements

into a Competitive Advantage

We're Active. Not Passive.

STG technicians don't just sit by the phone waiting for something to go wrong. We believe in a proactive approach to ensuring that the IT infrastructure powering your organization is available and performing at optimum levels. Our proven processes simplify and improve the cost management associated with supporting high-impact IT infrastructures.

STG's Mission-critical support for multi-vendor environments addresses these key areas:

Proactive Support. Our expert technicians see potential problems before they surface. Electronic notification alerts ensure quick-fix availability and expedited repair times, enabling STG engineers to monitor and diagnose technology-related issues.

Hardware Maintenance. Some of the nation's largest businesses, institutions and public enterprises rely on STG's hardware support. These organizations have a low tolerance level for downtime or performance delays that impact their ability to serve customers and constituents. Basic manufacturer warranties simply don't suffice. These organizations depend on STG's maximum service level option to improve productivity and uptime.

Consolidating support for desktops, networking equipment, servers and peripherals not only improves vendor management efficiencies, but also provides consistent procedures and deliverables.

Software Maintenance. Software components also directly affect how well your system operates. STG software support ensures complete system coverage that quickly identifies and resolves system software problems. We can provide standard or mission-critical support, with an option for including a committed response. An annual systems operation review option is also available to ensure your objectives are met.

Project Management. Utilize our expanded services, which include managing many of the tasks typically done by internal staff. It's a great solution for organizations that want maintenance and support completely off payroll, or for understaffed IT departments that need help on a project basis.

Service Desk. Our U.S.-based call center quickly and effectively deals with each service call. We also offer customized service-desk solutions designed to provide seamless communications for

Software Support

Operating Systems
System Management
and Admin
OS Installation Management
Patch Management, Updates

Managed Services

US Based Service Desk,
Customized Service
Performance Analysis, File
System Support, Capacity
Planning, System Monitoring



*Make STG your single point-of-contact
for all your technology support needs*

Call toll-free today at **800-229-7900** for a no-obligations assessment of your technology maintenance and support needs. We serve organizations of all types and sizes throughout the U.S. and Canada. Let us show you how we can reduce your costs while raising performance levels.



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