



Nationwide Affordable Computer Solutions
On-Site & Remote Technical Services

9/15/2016

Introduction

Nationwide ACS, is pleased to offer its North America-wide on-site technical support services to you. We are confident that your personnel will find dealing with us to be a completely satisfying experience from our certified service advisors and administrative staff, all the way through to our over 9000 expert field engineers. Nationwide ACS, personnel are carefully scrutinized not only for technical acumen and expertise but also for communication and service skills. Each employee, whether working within the office environment or as a field engineer, have gone through an exhausting hiring process that includes reviewing technical abilities and understanding as well as customer service and communication ability. We have a wide range of experience with all types of computer and network services and have worked with all manner of hardware from high-end servers to notebooks, and PCs to Macs.

Our helpdesk personnel model and procedures are unmatched in this industry. Nationwide ACS, is always developing new and innovative ways to deliver Specialties and information to our clients that is both timely and accurate from diagnosis all the way through completion. Our ability to service both individual locations as well as multi-location businesses is unsurpassed. We have brought together both award winning software, custom applications and some of this nation's leading technology consultants to round up our delivery models. Nationwide ACS, services many different types of clientele throughout the country that range all the way from small residential setups, non-profit organizations, State and Federal Government Agencies and both single and multi-location businesses in a wide array of industries and needs. Our services are available throughout all 50 States in both rural and metropolitan areas.

Each account is assigned a specific individual account manager that will completely understand your business model, the technical needs of your clients/users and IT management staff, and the relationships you serve. These account managers will work directly with you or your team and perform their duties as liaison between your company and our certified service advisor staff, whom in turn will act as the liaison between our Corporate Headquarters and the field engineers across the nation. Our goal is to help you improve your business performance and lower your IT management costs in any way that we can.

Our services far exceed those offered by other companies in this industry. Nationwide ACS, is not merely a technician dispatch company like others within this field. Instead, we pride ourselves in partnering with your company to help ensure quality control and timely delivery of services to support your core disciplines within the business world. With Nationwide ACS, focusing on your IT needs, you will quickly realize how you are freed up to focus on your company's goals and objectives.

Nationwide ACS, has the ability to service your locations 24 hours per day, 7 days per week (and the typical time it will take to have a technician on-site is less than 24 hours from notification, or sooner if necessary). Our help desk is open 24

hours per day, as well as our individualized web portal in which you can create new tickets, get status updates on previously submitted tickets, cancel tickets and look at the historical data for all your locations in one place. Tickets are monitored from the time of service request until completion, at which time all tickets are invoiced and archived for future viewing and historical data.

Company Background

Nationwide ACS, has been providing on-site technical PC support since 1997. The company began as a local entity in Seattle, Washington and then rapidly expanded to offer its services throughout the remote locations within the state often requiring travel. Within these early days of the company, it was quickly realized that the most cost effective way to service many of these remote areas was with a vast network of technically qualified field technicians coupled with extensive management at a centralized location. In early 2000, the company branched out to the Northwest and quickly became a regional operation serving Washington, Oregon, and Idaho. In 2003 the company acquired a contract with a nationwide player and performed management and delivery of services throughout the 50 states and even into Canada, Mexico and Puerto Rico.

Our CEO has been instrumental in various companies and is known in the technical community for his ability to recognize service requirements and technical trends and rapidly change his organization to capture the needs of the clients served. In combination with his business history, our CEO also has an extensive history in academic instruction in both a university environment as well as in community colleges and volunteering with local non-profit organizations (Boys and Girls Club, YMCA, etc.) focusing on increasing the organizations ability to capitalize on technology advancements while maintaining strict budget constraints. He has also served within the technical community facilitating training seminars and providing classroom instruction to various organizations.

In addition to the proven leadership abilities of our CEO, we have also assembled some of the most innovative and creative professionals in this industry from around the nation to create an executive team to help lead our corporation into the future. The professional experiences of our executive team include a former CEO of a regional computer company, a provisional CEO of a computer repair company as well as a former executive with Honeywell® providing IT support to their end users. Rounding out our executive team is our highly talented CFO who will work closely with your accounting department providing all information that your company requires in order to keep your department/organization within budget as well as assisting with forecasting for future projects.

Supporting our executive team is a board of directors which represents many various different disciplines throughout the business world which include real estate, automotive, nationwide freight, construction, child care, agriculture, recreation and high-tech. With such a diverse embodiment of expertise and talent, our board of directors enables our company to focus on your business needs and increases our accountability to yet another entity.

Directly working with our field engineers is our highly trained and certified team of service advisors. Each service advisor is trained on the requirements of the service and milestones set up for each individual account. They become highly familiar with each individual associated with your account to more efficiently act as the liaison between the field service engineer, the end user and your individual team.

Our Helpdesk Ticketing Process

All Nationwide ACS, service call requests are managed by a live individual (or a team of individuals) called service advisors. Service requests are received 24 hours per day and 7 days per week, either by phone, email or online through our web based customer service portal.

One of the primary functions of the service advisor is to respond to all individual service requests within 15 minutes during normal operational hours (8AM EST thru 9PM EST) and within 1 hour outside of normal operational hours. Once the service call is in the possession of a service advisor, they will immediately begin working on the coordination with the site and the available on-site technicians as well as getting clarification on any work that needs to be performed and the timing of the request. Once all coordination is completed, both you and the location are notified as to the date and time the technician is expected on-site. If for any reason there is a need to reschedule a service call, this is also done in coordination with the service advisor. This saves you the time and trouble of tracking down each technician and once again allows you to focus on your core business processes. This entire process is once again visible on the web based portal to help facilitate the open and timely communication with your company.

Each field engineer works in tandem with our service advisors communicating the progress of the call and even occasionally requesting Nationwide ACS Tier 2 support, if needed, to complete the call. Our certified service advisors are also capable of making remote connections to the site if necessary for support and any additional diagnostics. If anything about the call requires communication with your technical personnel for proprietary issues (such as configuring specific software), the service advisor facilitates this as well.

Service calls are carefully monitored to provide the utmost in customer service representation to your field personnel and to maintain control of the mandate of the call. Any requests for service other than what is originally requested are verified with your IT management unless we are authorized to do otherwise. This helps you to maintain control over runaway service costs. Similarly, if a machine is deemed to be unworthy of servicing, we will inform you of this and suggest replacement instead of service. In short, we work with you to make sure the call goes exactly as desired.

Once the call is complete, the service advisor generates a report which is then included with an electronic invoice and sent to your company. This report/invoice is emailed to IT management and accounts payable in PDF format automatically. The service reports are also always available for review 24/7 via online web portal for analysis and review.