



# Information Technology Critical Care Support

## Proactive Maintenance

Source One IT Critical Care Support provides you with comprehensive, preventative, routine and urgent response break fix for your mission critical IT assets.

## IT Critical Care Support – Value, Transparency, Accountability

- Ⓢ 4 Hour Break Fix with Parts (Same Day Service)
- Ⓢ Local Technicians
- Ⓢ Local Parts
- Ⓢ Full Project Management
- Ⓢ Comprehensive Notification and Remediation Reporting



## Why S1 360 IT Critical Care Support

Higher customer satisfaction, sustained worker productivity, reduced risk of poor services, reduced ticket compensations and improved time to repair.

Source One designs our service around your unique needs and where you want to reduce risk and improve your service for your internal clients. Our Pro-Manage – ITSM enables detailed and accurate service records to enable full transparency around our performance.

Critical Care exceeds traditional “best in class” break fix maintenance with granular reporting, faster remediation and comprehensive data collection and reporting.

Critical Care assigns dedicated technicians who are accountable for proactive and urgent service delivery for each of your locations. Technicians become familiar with each facility and local management to create and sustain collaborative relationships.

## Supported Technology

- Ⓢ Point of Sale
- Ⓢ Receipt Printer
- Ⓢ Digital Signage
- Ⓢ Kiosks
- Ⓢ Telephony
- Ⓢ Wireless
- Ⓢ Portable Computer/Tablets
- Ⓢ RFID
- Ⓢ Barcode Scanners
- Ⓢ Ethernet Switches
- Ⓢ Routers
- Ⓢ Audio/Video
- Ⓢ Beacons/Sensors
- Ⓢ Fiber Optics
- Ⓢ CAT 5, 5E, 6 TIA Cabling

## Let's Get Started

For more about S1 360 Critical Care please contact Source One at (608) 222-6320 or email us at [sales@source1net.com](mailto:sales@source1net.com)