



Improving Business Process

The Bell Techlogix Difference

Bell's objective is to create the ultimate end-user experience that directly results in increased customer retention decreased costs and improved operational efficiencies for mid-sized companies as well as Fortune 500 companies.



"Organizations are becoming increasingly challenged as new technologies continue to emerge at a rapid pace and in parallel, economic pressures increase. At Bell, we help organizations to improve business processes that speed access to information and response to customers. We continue to evolve our portfolio around the services that they require to adopt new technology, control costs and remain competitive."

*Clinton Coleman
CEO, Bell Techlogix*

Proven Results from a Proven Partner

- ✓ 98% managed services retention over last 2 years
- ✓ Above industry average CSAT – 4.2 out of 5.0
- ✓ 17% revenue growth in a challenging economy
- ✓ 55% growth in Service Desk clients
- ✓ Over 500,000 IT Assets under Management

IT Lifecycle Services

Optimizing your IT Assets can have a significant impact on your cost structure and the ability to meet internal service level goals. It can also have a significant impact on end-user satisfaction, productivity and can often provide the cost savings necessary to fund critical strategic initiatives. Bell can help you with:

- IT Procurement and Deployment
- Managed Mobility Services
- Repair and Maintenance Services
- Depot Management Services
- Software Licensing and Migration
- Virtualization and Cloud Services
- Disposal and Recycling Services

Service Desk Solutions

Our Service Desk Solutions are focused on "continuous improvement". Our goal is to not only help clients address immediate challenges, but to leverage ITIL based practices to incrementally reduce costs and improve service levels.

- Help Desk Outsourcing
- Afterhours and Special Projects Support
- Remote and Onsite Desktop Support
- Mobile Device Management
- Remote Monitoring and Remediation
- Asset Tracking and Management

Improving Business Process...

Satisfied Clients...

With over 25 years of experience in helping clients leverage technology to improve their business processes, Bell knows that in order to be successful you need to build what each client needs and not just implement off-the-shelf solutions.

Our ability to design flexible and scalable pricing and operational models has resulted in successful long term relationships. See what our clients have discovered...



Our Client's Experience:

- ✓ **Asset Management** – improved control of assets to save \$140,000 per year
- ✓ **Service Desk** – decreased support costs by 40% over the contract life
- ✓ **Service Desk** - Increased 1st Tier resolution from 45% to 93% in the first year
- ✓ **Mobile Solutions** - over \$ 1,000,000 reduction in costs from client's mobile environment in the first year alone
- ✓ **Depot Services and Reverse Logistics** - Bell identified and saved \$4 million in costs in year 1 of the contract
- ✓ **IT Procurement and Deployment** – imaged, and deployed 1,500 laptops in 3 days

WE EXCEL AT DELIVERING FLEXIBLE AND SCALABLE SOLUTIONS

- Over 25 years of experience in delivering IT Technology Solutions
- Team of SME's carry over 500 certifications from Apple, Cisco, Dell, HP, IBM, Microsoft, RIM and other industry leaders
- Advanced tool sets like Remedy, Interactive Intelligence, Bomgar, Good Technologies, BES, MobileManager, Level Platforms...
- Referenceable brand name mid-market clients across all industries

Focused... Bell is not all things to all people. We are laser focused on the critical services that we provide clients and are committed to doing it well.

Skilled... Bell's methodology is founded on ITIL based processes and approach – maintaining the advanced certifications from industry leaders in critical technologies and the tool sets required to effectively execute.

Reliable... At Bell Techlogix we establish and cultivate long-term client relationships, because we do what we say we're going to do and we do it on-time and on-budget.

Contact us to find out how Bell can help you:

1-800-490-0200

or visit us at www.belltechlogix.com