

Hardware Maintenance

How we can help you...

Focused:

We excel at performing routine IT functions and projects that ...

- reduce IT operations costs
- improve IT service performance

...allow clients to focus on their core business!

Skilled:

Bell Techlogix offers a suite of services and solutions that assist enterprises in the execution and support of non-core IT functions, as well as the introduction, deployment and management of emerging technologies.

Project Based Services: Executing technology based projects occurring over a short, distinct period of time.

- Technology Procurement and Deployment
- Software Licensing and Migration
- Virtualization and Consolidation
- Technology Assessments

Managed Services: Managing and supporting ongoing routine IT functions that allow IT resources to focus on core IT initiatives.

- Service Desk Support
- Tier 2 and Tier 3 Support
- Repair, Depot and Maintenance
- Disposal, Remarketing and Retirement

Technology Solutions: Building IT Solutions by leveraging experience and expertise in delivering project based and managed services.

- Life Cycle Asset Management
- Mobile Device Management
- Reverse Logistics
- Custom Solutions

Reliable:

Bell Techlogix establishes and cultivates long-term client relationships because we do what we say we're going to do on time and on budget.

World Class Service is easy as 1...2...3!

Should you need service for in-warranty or out-of-warranty work, contact Bell Techlogix. Bell has over 25 years of IT service experience and its service personnel carry over 450 certifications from industry leaders like Apple, Dell, Epson, HP, IBM, Microsoft and others.

Bell currently has over 500,000 IT assets under management and offers three easy ways to initiate a service ticket;

1. Phone the Service Desk directly at 1-800-999-9813.
2. E-mail us at bellservice@belltechlogix.com.
3. Utilize our on-line service portal that allows you to create and track the progress of service tickets.*

- Simply have the equipment make, model and serial number, the contact person, and location information available and you're on your way to receiving best-in-class service.
- Service calls are \$100/hour (one hour minimum).
- Time is billed in 15 minute increments after the first hour.
- Time on site for break/fix related services is calculated from the time we arrive at your facility to the time we leave.
- Trip charges will vary based upon the travel distance.
- Talk to your Bell Techlogix representative about discounted and custom service plans and about on-site technicians.
- Also, feel free to Visit us at our Depot Facility at: 9211 Aboretum Parkway, Suite 500-52 Richmond, VA 23236

My Bell Service

My Bell Service is an on-line portal that allows your team to quickly create service tickets and monitor progress. Whether you need a server repaired or systems deployed, you can use **My Bell Service** to instantly enter a request into our service queue, giving your team greater control over the process. Our easy to access and easy to use service tool also allows you to track the status of any ticket.*

My Bell Direct

My Bell Direct is an on-line procurement tool that makes it easy for you to acquire products on your own schedule and your own terms. Reduce procurement times, consolidate suppliers, improve procurement controls, and better plan and budget with advanced reporting. **My Bell Direct** will provide you with the ability to order products quickly, easily and in a secure environment.*

**To find out how to sign up call 1-800-999-9813*