



PROJECT PLANNING AND DEPLOYMENT

LESS DOWNTIME, LOWER COSTS AND FEWER HASSLES

When you sign on for IMAC services from Brains II, regardless of the size of the project, you will immediately experience the commitment to quality and expertise that Brains II offers. With Brains II you'll also:

- **Save Time**
- **Reduce Costs**
- **Eliminate Logistical Problems**

Brains II has been providing multi-vendor IT service and support to thousands of mission-critical installations for thirty years.

Our expertise in service and support for hardware and operating systems can effectively manage your entire IT infrastructure.

Brains II has many flexible service plans to meet all your budget and IT needs. We provide problem escalation procedures that can be customized to meet your requirements, upgrade and removal services, data center relocation and much, much more! For equipment not under a service contract, Brains II performs time and materials services, and provides depot service for easy-to-transport items.

BRAINS II IMAC SERVICES.

IT'S AS SIMPLE AS PLACING A SERVICE CALL.

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IMAC SERVICES OFFERED

- Desktop/Notebook/Printer Refresh & Install
- CRT to LCD Monitor Refresh
- Server Refresh & Install
- POS Install
- Hardware Rollouts & Upgrades
- Software Imaging & Updates
- Router/Switch installs
- Storage, Staging & Configuration
- Kiosk Installs
- End-of-lease returns
- Environmental Disposal (with on-site disk shredding)
- IP Phone Rollouts & Installs
- Data Recovery
- Equipment Relocations

The Brains II customized deployment approach is designed to seamlessly upgrade, migrate or move your IT hardware or software with minimal disruption to your company's productivity. All IMAC requirements can be quickly implemented, according to your organization's needs, whether they are simple, single-unit/location or multiple unit, enterprise-wide projects. Regardless of the scope of your project, Brains II delivers cost-effective, high quality service, on-time, on-budget. The Brains II IMAC Services include:

- National Coverage from experienced, professional IMAC technicians, Technical Support team, and Help Desk
- Single Point of Contact through all phases of the project
- Full Manufacturer support through our extensive network of Vendor Partnerships and Alliances
- All work monitored using the Brains II B^{SMART} System (Service Management and Reporting System)
- Various pricing options - flat-rate or hourly
- Complete Project Management, from Implementation through Delivery and Completion of Work
- Training of your employees as required
- Customer Satisfaction Reporting upon job completion

B^{SMART}MOBILE TECHNOLOGY

Assures real-time, live response and updates through every stage of the project

STREAMLINED ADMINISTRATION

One invoice, one point-of-contact for all your project requirements

B^{SMART} REPORTING

Extensive, customized reporting, including time tracking, consolidated equipment listings by location, model number, serial number.