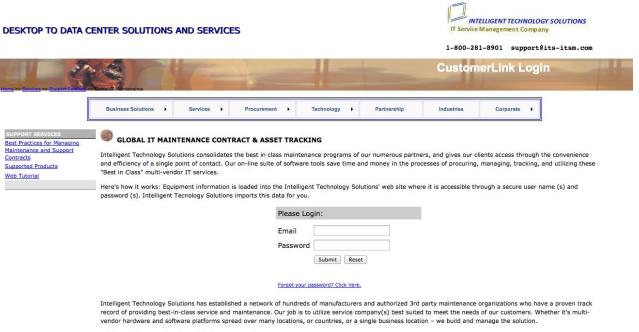


Intelligent Technology Solutions consolidates the best in class maintenance programs of our numerous partners, and gives clients access through the convenience and efficiency of a single point of contact.

Our on-line suite of software tools save time and money in the processes of procuring, managing, tracking, and utilizing these "Best in Class" multi-vendor IT services.

Here's how it works:

Equipment information is loaded into the Intelligent Technology Solutions web site where it is accessible through a secure user name (s) and password (s). Intelligent Technology Solutions imports this data for you.



With Intelligent Technology Solutions you receive:



Once logged into the system, end-users, technical support staff, or IT administrators can easily access all equipment, and location information through a variety of search fields, including city, address, serial number, service level, and contract number.

INTELLIGENT TECHNOLOGY SOLUTIONS

Tools	Search:	_		luly 30, 2015 1:23 pm npany info:	
Service Call Report Contract Center Add Asset Request a Ouote	Location: Amsterdam - 123 Main St. Buffalo - 123 Main St. Chicago - 1 S. Michigan Ave Chicago - 4900 Sears Tower	Service Level: 24x7x4 Onsite 24x7x4 AR- Advanced Replacement 9x5x4 Onsite 9x5xNBD Onsite	ITS 730: Drivi	ITS Demo 7302 Wooded Valley Drive Houston, TX 77095	
Logout Home Change Password	Contract #: Serial #: 3PM DATA 123456 3PM PRINT 123457 OEM 123458 123459 or		Ray 713-	ount Manager Ahmadi -515-6149 nadi@its-itsm.com	
	Results: 1 - 3 of 3	ontact <u>Contract Serial</u> Service Mfg		Page 1 of 1 Jnit Tech Support	
	Request Place Chicago - IL Jo	ohn 3PM 123456 <u>9x5xNBD</u> Lexma De PRINT	rkOptra1550 01/01/19-12 \$ /31/20	500.00888-888-8888	
	Supplies Service 1 S. D Call Michigan Ave	ohn 3PM 123457 <u>9x5xNBD</u> Lexma De PRINT	/31/20	\$500.00888-888-8888	
	Request Place Jackson - MI Supplies Service 123 Main Call St. Export to CSV Print	3PM 123458 <u>9x5xNBD</u> Xerox PRINT	8860 09/01/19-08 /31/20	\$100.00888-888-8888	

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Here, service calls can be placed by choosing the device by serial number, clicking on the red "Place Service Call" letters. If you need other questions answered, click on the link to your Intelligent Technology Solutions account manager, or give us a call.



Once the device in need of repair is chosen, type in a brief description of the problem, along with contact information for the technician, and your service request is directly and immediately sent to the service help desk.

INTELLIGENT TECHNOLO		Welcome Demo - July 30, 2015 1:23 pm
Tools	Shipping Information:	Welcome Dento - Suly 50, 2013 1.23 pm
Service Call Report Contract Center Add Asset Request a Quote Logout Home Change Password	Company Name: Location Address: City, State & Zip Code: Site Contact Name: Site Contact Phone Number: Site Contact Email: Equipment Information	ITS Demo 1 S. Michigan Ave Chicago, IL
	Serial Number: Manufacturer: Model Number: Description of Problem:	123456 Lexmark Optra1550
		Submit Service Call

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Intelligent Technology Solutions then records your service request in the portal to confirmation call placement date, time and work order data.

You will always have an electronic record of the call placement.

The help desk and/or technician will call you back directly. Callback is within one hour of call placement for 24c7c4 hour contracts.



Intelligent Technology Solutions also provides on-line service call history reporting. Sort by site, serial number, model number, or date range. Know when calls were opened and closed, what the problem was, and whether service levels were met.

INTELLIGENT TECHNOL				Welcome Demo - July	7 30, 2015 1:24 pm
Tools	Search Logs:				
Service Call Report	Location	Service Level			
Contract Center Add Asset	Amsterdam - 123 Main St. Buffalo - 123 Main St. Chicago - 1 S. Michigan Ave Chicago - 4900 Sears Tower	24x7x4 Onsite 24x7x4 AR- Advanced Re 9x5x4 Onsite 9x5xNBD Onsite	24x7x4 AR- Advanced Replacement 9x5x4 Onsite		
Request a Quote	Contract #	Serial #			
Logout Home	No contract 3PM DATA 3PM PRINT OEM	123456 123457 123458 123459			
Change Password	From	То		Status	
	(mm/dd/yyyy)		(mm/dd/yyyy)		\$
	Search				
					Next
	To Do List:				
	Ticket Date Location Serie Export to CSV	al # Model # Client Use	er Description Ti Ema	racking # Status il	Met SLA

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If you need service call escalation assistance, the Intelligent Technology Solutions staff will interface with the service vendor, so you don't have to.



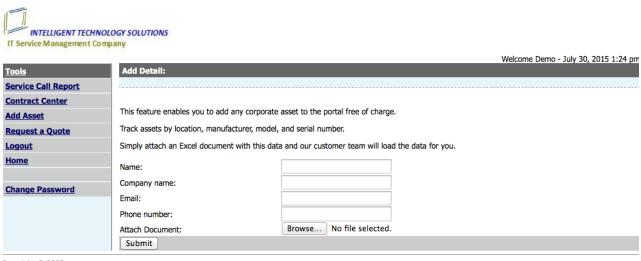
Our software tools also give you the ability to customize service call history reports, and email or export to CSV.

INTELLIGENT TECHNO			
Tools	From	То	Welcome Demo - July 30, 2015 1:24 pm
Service Call Report			
Contract Center	Notes		
Add Asset			
Request a Quote			
Logout			
Home	Available Fields		Selected Fields
Change Password	Contract # Serial # Model # Client Description Status Location Service Level Date Met SLA Sort list	Add All Add Add Add Remove Remove All	<mark>↑ Item</mark> Up ↓ Item
		O HTML email O Plain email Email Reset	

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You can manage assets *not on contract* with Intelligent Technology Solutions through the Asset Tracking Tool. Intelligent Technology Solutions helps you manage your IT devices, whatever they are, wherever they are.



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More of the Intelligent Technology Solutions web features can be accessed at www.its-itsm.com including an interactive asset tracker demo. For more information, please give us a call, (800) 281-8901, or dial into our Request-A-Quote web feature.