



# PROJECT PLANNING AND DEPLOYMENT

## LESS DOWNTIME, LOWER COSTS AND FEWER HASSLES

When you sign on for Project 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**
- **Insure Budget**
- **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 & Materials services, Per Visit Block pricing, as well as Depot service for easy-to-transport items.

### BRAINS II PROJECT SERVICES.

IT'S AS SIMPLE AS PLACING A SERVICE CALL.

Toll Free 800.BRAINS2 (272-4672) ext. 4  
 Email info@brainsii.com  
 Website www.brainsii.com

### PROJECT SERVICES OFFERED

- Desktop/Notebook/Printer Refresh & Install
- LCD Monitor Refresh
- Server Refresh & Install
- POS Refresh & Install
- Hardware Rollouts & Upgrades
- Software Imaging Prep & Updates
- Router/Switch installs
- Storage, Staging & Configuration
- Kiosk Installs
- End-of-lease returns
- Environmental Disposal (on-site shredding)
- IP Phone Rollouts & Installs
- 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 Project requirements can be quickly implemented according to your organization's needs, whether they are simple, singular unit/location or multiple enterprise-wide projects roll-outs.**

#### The Brains II Project Services include:

- National Coverage from experienced, professional technicians, Technical Support team, and a proactive Help Desk
- Single Point of Contact (SPOC) 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<sup>SMART</sup> System (Service Management and Reporting System)
- Various pricing options - Flat-rate, Block or Hourly
- Complete Project coordination, from Implementation through Delivery and Completion
- Customer Training as needed
- On-going Customer Satisfaction Reporting & upon job completion

#### B<sup>SMART</sup> 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<sup>SMART</sup> REPORTING

Extensive, customized reporting, including time tracking, consolidated equipment listings by location, Model & Serial Number, and by Asset Tag.