

SUPPORT SERVICES

InquisIT- Your IT Solutions Partner

Because space is always an issue, InquisIT can **ship and receive, store, deliver, and dispose** of all your equipment. We can even help you **relocate** your IT assets to another location. Our equipment services can scale to meet your specific needs; whether you have hundreds of pieces of equipment going from loading dock to loading dock, from one state to another, just a few pieces of equipment going from one building to another, or even if you are just moving from floor to floor. We provide the right staff with the right equipment to get the job done right the first time.

InquisIT provides mission critical **local and nationwide maintenance and repair** services for your computers, servers, printers, network gear or any equipment your business has in need of support. With an experienced team of technicians and engineers, InquisIT offers affordably priced contract maintenance for all your IT needs. Our technicians are certified in whatever your maintenance needs require.

- ▶ Shipping and Receiving
- ▶ Storage
- ▶ Delivery
- ▶ Disposal of Legacy Equipment
- ▶ Office IT Infrastructure Relocation
- ▶ Local and Nationwide Maintenance and Repair
- ▶ Field Support

Shipping and Receiving

Inventory control is vital when it comes to the receiving and handling of your equipment. When equipment is received, all items are checked against the bill of lading at time of receipt to ensure timely corrective measures are initiated if there are any issues. Any damaged equipment is immediately rejected and replacements ordered. All equipment is entered into InquisIT's tracking system and placed in its own unique bin location. Our facilities have 24 hour surveillance and are climate controlled.

Our shipping practices ensure equipment is palletized and shrink wrapped or banded depending on size and weight in preparation for delivery. Pallets are secured in the trucks during transport to minimize any possible damage during shipment. Packing slips detailing your shipment will be provided to ensure the correct shipment was received.

Storage

InquisIT has two 4400-square foot integration facilities. Each bin handles two skids with approximately 20 to 40 units per skid. All equipment is stored in its own unique bin location. InquisIT tracks all activity relative to each item to ensure proper and complete asset management of all equipment received. "Real-time" asset tracking can be made available via web portal (customized specific to customers' needs, on a per project basis). The InquisIT facility provides secure storage with 24-hour monitoring, and is climate controlled.

Delivery

InquisIT can supply local delivery services in the Washington D.C. metropolitan area. In addition, we can also provide "long-haul" delivery services to support the entire East Coast. InquisIT has also worked with all the major shipping vendors using our corporate accounts, charged back as an ODC, or by using a customer provided shipping account.

Disposal of Legacy Equipment

Technology refreshes typically result in leftover legacy equipment that must be handled. InquisIT can process this "end-of-life" equipment and prepare it for disposal or redistribution. Though requirements vary, InquisIT commonly provides asset management, storage, removal of any identifiable markings and data sanitization services to support the processing of legacy equipment.

InquisIT ensures security and integrity through traceability. All hard drives are cleaned in accordance with Department of Defense high-level security wiping procedures (5220.22M). Accountability and tracking are paramount as we process each piece of equipment and our staff pays careful attention to document all required information. Once processed, InquisIT will coordinate and/or deliver the equipment to an agreed upon location or disposal facility. Through established relationships with agencies such as Unicom Federal Prison Industries, InquisIT can coordinate the disposal of equipment with little or no cost to the government. This type of recycling of "end-of-life" equipment can even result in credits for the individual customer.

Office IT Infrastructure Relocation

InquisIT staff has the experience and the equipment to do local office relocations. We know how to plan, coordinate, and complete a move to keep things running and to minimize the impact on your mission. InquisIT provides a relocation expert to assess your needs as well as plan and supervise the move. We offer an array of office IT infrastructure relocation services performed by our highly skilled staff. We provide all materials required to safely and securely relocate any and all types of equipment.

Local and Nationwide Maintenance and Repair

Whether you need complete 24x7 coverage, 8x5 coverage, or just time and material service, InquisIT will develop a workable plan tailored to your business needs.

InquisIT has the ability to scale our maintenance services to meet your specific needs; whether you have offices in the Washington D.C. metropolitan area or across the United States, InquisIT can offer same day or next day maintenance support.

InquisIT has a team of engineers and technicians located throughout the continental U.S. ready to solve your maintenance needs. From changing out a fuser for your printer to configuring a new switch for your network, InquisIT has the staff with the skills to get the job done right the first time.

Field Support

If your enterprise is comprised of a central site with many satellite field sites InquisIT has the ability to offer support to all of the non-central satellite sites as well. Whether your support need is for a day, week, and month or even longer, InquisIT has the qualified staff to fulfill your specific need. InquisIT can offer onsite support from a trained service professional Monday through Friday and weekends if required, excluding nationally recognized holidays.