

DecisionOne Overview

DecisionOne is a premier partner to hardware OEMs and IT Service Providers, delivering reliable, low-cost maintenance and support solutions. We leverage our comprehensive North American service footprint along with best-practice frameworks and methodologies to support data centers, desktop/notebook environments, networks, printers, and specialized equipment. We excel in complex and demanding environments by tailoring our onsite, remote, and logistics services to create positive business and operating results.

Company History

For more than 50 years, DecisionOne has been ahead of the technology curve, meeting a wide range of customer support needs. The Company's history reaches back to such predecessor companies as Bell Atlantic Business Systems Services, Sorbus, Decision Data, IDEA Servcom, Intelogic Trace, Memorex Telex, General Diagnostic Incorporated (GDI), and others. During this time, its operations expanded from data center support to include support for midrange computer hardware products. By the mid-1990's, DecisionOne grew to acquired the skills and capabilities to provide a wide array of technology lifecycle support services. Today, DecisionOne is uniquely poised to meet the diverse technical support needs of its customers.

Customers

- **Original Equipment Manufacturers (OEMs)** — DecisionOne seamlessly integrates with OEMs' product offerings, providing technology lifecycle support services. We provide an immediate and scalable infrastructure for product deployment and support.
- **Outsourcers** — By using our technology support services, IT and business process outsourcers can enhance their current offerings, deliver more cost competitive services, and focus exclusively on value-added business processes rather than the technology on which it runs.
- **Resellers** — DecisionOne can enhance resellers' product and service portfolios by providing technology deployment and support services that deliver added value to their customers and differentiate them from their competitors.
- **Commercial Enterprises** — We have the scale and depth to meet even the most complex, maintenance options to fully support large enterprise requirements. DecisionOne offers national and reliable technology lifecycle support services at competitive prices.
- **Public Sector** — Our GSA Schedule experience, local U.S. presence, and government acquired security clearances uniquely position DecisionOne to deliver technology deployment, maintenance, and support services to federal agencies, state and local governments, K-12 and higher education.
- **Healthcare** — We support hundreds of healthcare locations nationwide, and are an authorized service provider for the majority of manufacturers' equipment and platforms used in hospitals, medical centers, health care companies, and pharmarelated businesses.
- **Travel, Transportation, and Hospitality**—DecisionOne supports tier-one airlines and their affiliates providing a full range of IT services for printers, ticketing kiosks, desktops, and data centers. We provide onsite and remotes services for hotel chains, conference centers, and trucking companies.
- **Retail**—We provide complete ongoing maintenance and support for the Retail environment from the sales floor to the Home Office. Comprised of onsite, remote, and logistic services, our solution extends the life of Retail IT investments.

DecisionOne Highlights

- DecisionOne is the largest independent IT services provider in North America with more than 2,500 technology professionals
- More than 274,000 active part numbers for more than 25,000 types of equipment, and more than 2,660 part stocking locations
- More than 1.5 million units of repairable and consumable parts in inventory, with 99.96% accuracy
- ISO certified Logistics and Repair facilities
- 24x7 Technical Service Desks, handling more than 90,000 calls/month

Service Offerings

- Maintenance
- Deployment (IMAC)
- Assessments
- Technical Service Desk
- Logistics
- Reclamation/Disposal

Technologies Supported

- Data Center/High Availability
- Desktop/Workgroup
- Network and Communications
- Specialty Equipment