



ABS ASSOCIATES, INC.

Corporate Overview

Founded in 1982, ABS Associates is a leading provider of helpdesk, desktop, managed hosting and network support and services. The mission of ABS is to **make technology work for our clients**, whether that means implementing an onsite helpdesk, providing break/fix services, hosting complex applications, or resolving problems with servers. *ABS*help**, a *global knowledge center*, expands ABS' capabilities worldwide, helping companies realize the full value of information technology from anywhere, at any time.

Why ABS?

Many organizations outsource IT services to improve company focus, reduce costs, and re-deploy internal resources. ABS sets itself apart from other outsourcers by maintaining the **highest levels of end-user satisfaction** (95%+) through its *people, execution, and flexibility*.

People: With certifications from esteemed firms like Microsoft, IBM, and Citrix, the support professionals at ABS are well-trained from both a technical and customer service perspective.

Execution: ABS uses documented methodologies to achieve the service levels your business requires. Services are expertly delivered, bringing you first-rate IT solutions.

Flexibility: As a customer-focused firm, ABS is dedicated to meeting your business objectives. If your needs, goals, or situation change, ABS is prepared to make the appropriate adjustments.

ABS' core competencies include the following:

Helpdesk Services	Desktop Services
<ul style="list-style-type: none"> ▪ Managed Services <ul style="list-style-type: none"> ○ Onsite or at ABS ○ Our People or Yours ○ <i>ABS<i>help</i></i> ▪ Contracted Resources ▪ Helpdesk Assessments 	<ul style="list-style-type: none"> ▪ Deskside Support and Remote Level 2 ▪ Desktop Management <ul style="list-style-type: none"> ○ Image and Software Deployment ○ Security Patch Management ▪ Technical Support Services <ul style="list-style-type: none"> ○ Break/Fix and Depot Express ▪ IMAC ▪ Asset Tracking
Managed Hosting Services	Consulting & Networking
<ul style="list-style-type: none"> ▪ Building infrastructure <ul style="list-style-type: none"> ○ Secure facilities ▪ Installation of application and operating system ▪ Connectivity testing ▪ Monitoring and support 	<ul style="list-style-type: none"> ▪ Consultations <ul style="list-style-type: none"> ○ Network and Active Directory Design ○ Project Management ○ Upgrades and Migrations ▪ Server and Infrastructure Support <ul style="list-style-type: none"> ○ Dedicated or Dispatched ▪ Project Implementation ▪ Network Monitoring

ABS has served more than 300 corporations including **Motorola, Children's Memorial Hospital, Omron Healthcare, Red Bull, Master Lock**, and the **BlueCross BlueShield Association**. Whether managing projects, people, or systems, our 92% contract retention rate reflects our dedication to excellence.