

TECHNOLOGY SOLUTIONS

ULTREYA IDENTITY

Ultreya Solutions Group is an integrity-based organization dedicated to adding value to our clients by delivering success. Ultreya's mission is to provide a solutions-focused approach to achieve goals-oriented business results for its clients. Ultreya becomes a Partner with its clients assisting and helping them to complete their journey or mission. Ultreya – Onward!!!

TECHNOLOGY EXPERIENCE

- Over 300 years of technical services experience
- Client partnerships in both private and public sectors
- Progressive Certifications

AUTHORIZATIONS

Ultreya has sales and/or service authorizations from most major manufacturers:

- Acer
- Apple
- Brother
- Dell
- Epson
- Hewlett-Packard (HP) / Compaq
- Lexmark
- Xerox

CERTIFICATIONS

All of Ultreya's technicians are at least A+ certified. Where required, technicians are certified on equipment before providing service. Ultreya will obtain any additional certifications needed to tailor services to your needs.

TECHNOLOGY SERVICES

- Cabling/Wiring
- Contract Services
- Configuration, Installation, and Upgrades
- Helpdesk/Asset Management
- Imaging and Device Wipes
- Network Consulting and Implementation
- PC, Server, and Printer Repair/Warranty

HELPDESK SUPPORT

- Full service support for hardware and Operating System (OS) software
- Contact support by toll free number or web ticketing
- Technology Asset Tracking
- Service Level Agreement (SLA) is customized to meet client's requirements

SUPPORT OPTIONS

Extended Warranty

- Mirrors original manufacturer's warranty
- Provides additional coverage and services
- Lower cost option
- No registration hassle

Maintenance Contracts

- Full warranty support after manufacturer warranty expires
- Includes parts and labor

Block Time

- Purchased service hours used at customer convenience
- Economic alternative to time and materials

Time and Materials

- Onsite, Carry/Mail in equipment
- Pay as you use service

NETWORK SUPPORT

Trained engineers to provide comprehensive evaluation services:

- Evaluate Current Network Setup
- Redesign Network, as needed
- Optimize performance
- Network mapping and documentation