QUERCUS

SERVICE BRIEF

IT Vendor Management

Get better, faster support for your third-party hardware and software investments with one point of contact for all of your vendor relationships.

Stop Dealing with Third-Party Support

Manage your business relationships, not your hardware and software vendors.

Have you ever dealt with frustrating phone support from a third-party vendor? Sometimes these basic issues with basic answers can span for days at a time without a resolution. We know you don't have time to deal with this situation. Third-party technical support can run you around in circles before getting to the point, when what you really need is for operations to return to normal as soon as possible.

One Support Number

Take advantage of a single point of contact for all of your IT vendors.

With Quercus IT's Vendor Management solution, you can take advantage of our vast network of vendors who we've built relationships with. This is a major part of our responsibilities as IT professionals. We also know our clients' IT infrastructure, goals, and differentials much better than any third-party vendor ever could.

When Quercus IT manages your vendor relationships for you, that means you get a single point of contact for all of your troubleshooting and support needs.

In many cases, our technicians can provide the solution faster and more cost-effective than if you were to call your vendors' support hotline. When the issue requires a call to the vendor, we make sure to handle the issue for you so you can concentrate on your business.

Virtual CIO

Get a dedicated account manager who knows your IT inside and out.

With Quercus IT, you don't just get enterprise-level IT services. You get a dedicated IT professional, who we call your Virtual CIO, that wants to help you succeed in your business endeavors. This is why we provide consultation services designed to help you make both simple and complex IT decisions alike. If it's time to expand, upgrade, or integrate new technologies, all you have to do is contact your Virtual CIO.

Your Virtual CIO fulfills a comprehensive list of duties and roles in the management of your IT, including:

- Dedicated account management.
- Alignment of IT with core business objectives.
- Monthly/quarterly meetings.
- Budget creation, management, and review
- Procurement assistance.
- Complete lifecycle management.
- Platform and software recommendations and configuration support.
- Warranty and vendor agreement tracking and management.

Features

- IT Consultation and Recommendations
- Comprehensive Support for All Hardware/Software Vendors
- Warranty Management and Documentation
- Single Point of Contact for All IT Vendors
- Dedicated Virtual CIO

Benefits

- No more incredibly long hold times or pointless call transfers.
- Your goals are our goals - we know your IT inside and out where a third party vendor doesn't.
- Full documentation of new IT vendor relationships, warranties, account credentials, and much more.
- Dedicated account manager to handle warranty, lifecycle, and project management.

Get proactive and call us TODAY!

(780) 409-8180 | www.quercusit.com | sales@quercusit.com

2-15015 123 Ave NW
Edmonton, Alberta T5V 1J7