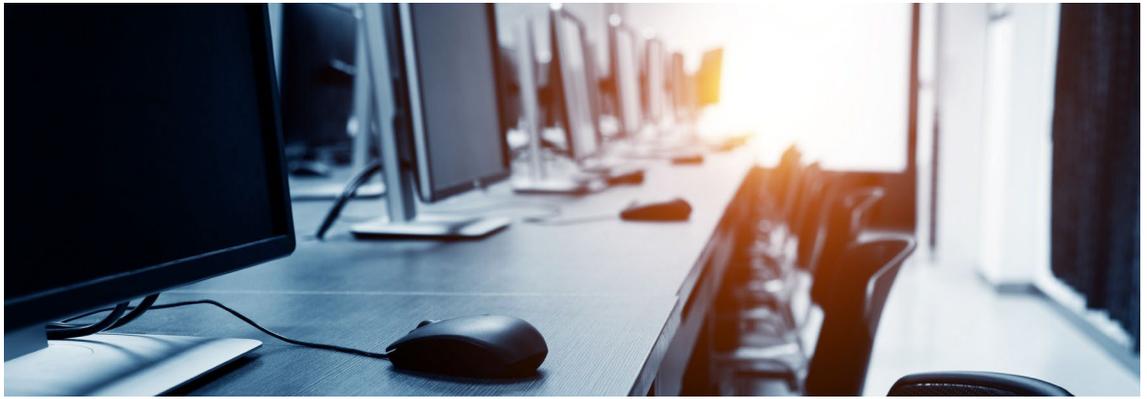


## V-Support

Velocity's V-Support enables clients to focus on their core business while knowing that our team monitors and maintains their network infrastructure, desktops, printers, and back-office services.



### Save time and money – let Velocity manage your IT environment

Velocity provides industry-leading solutions to manage your computer systems and business technology all in one place. Our comprehensive suite of technology solutions and support services allows customers to concentrate on running their business instead of wasting time troubleshooting their devices. Our services manage your IT environment, including monitoring and maintaining desktop computers, printers, tablets, time clocks, network equipment, firewalls, and more. Velocity's expert professionals currently provide end-to-end, on-site, and remote managed services to more than 30,000 locations.

V-Support is designed to oversee the entire lifecycle of your IT needs from design, deployment, upgrades, day-to-day management, administration, patching, security, monitoring, and more. Velocity's overall approach to office IT services allows hotels, restaurants, retail, doctors' offices, theaters, and other branch-style office locations to focus on their day-to-day without struggling to run devices and programs.

## VELOCITY AT A GLANCE



### Single Provider Accountability

ONE true partner managing all telecom service and support needs.



### 24/7/365 NOC + Call Center

U.S - based call center with quick response times and 24/7/365 support.



### Field Tech Support

A nationwide network of 5,500 skilled and certified technicians.

### What's Included

- IT Equipment such as desktops, kiosks, payment devices, credit card terminals, and timeclocks
- IOS and Android tablets
- IoT devices and controllers
- Small office, large commercial, and specialty imaging printers, scanners, and copiers
- Wireless, wired, cabled network environments, switching, firewalls, gateways, controllers
- Phone systems and telecom equipment
- Windows and Linux servers

### Benefits of V-Support

- Antivirus and malware protection
- Upgrades and enhancement
- Day-to-day user support
- On-site backup solutions
- Hosted email, voice, and collaboration solutions
- Proactive monitoring and support
- Full lifecycle management for your IT environment
- Imaging and automation
- Warehousing, logistics, shipping, and inventory management
- Factory warranty repair and depot services
- Manage and monitor multiple IT projects and devices through our V-SELECT® client portal

### Frequently Paired Services

- **Call Center** – 24/7/365 proactive monitoring by 100+ dedicated support staff, includes Network Operations Center (NOC)
- **Repair Depot** – Access to professionally trained and certified technicians who repair devices quickly—extending the life of your equipment
- **On-Site Technicians** – Access to a reliable network of 5,500 skilled IT technicians who can be trained to fix your custom equipment and systems

### Questions? Get in Touch!

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