

The Best IT Service Companies with a Single Point of Contact

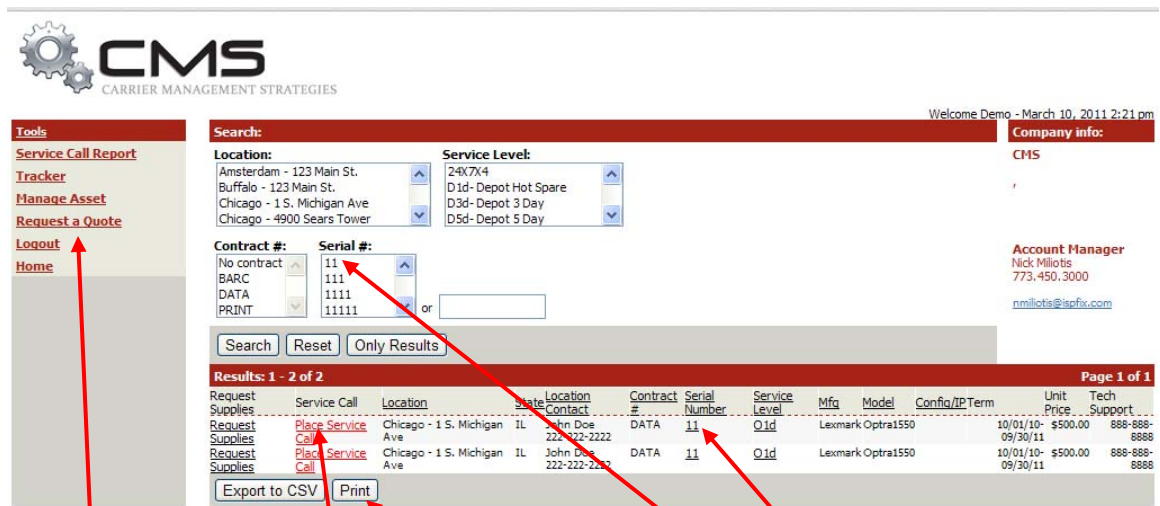
Carrier Management Strategies saves clients time and money through consolidating and managing multi-vendor support contracts.

Carrier Management Strategies partners with the best service companies around the globe. We source from OEM, OEM authorized and select third party maintenance organizations to build a service solution suited to your IT asset age and location.

Tired of keeping track of multiple service agreements, renewal dates, and service call placement and escalation procedures?

Carrier Management Strategies eliminates these normally time consuming inefficiencies through a single web portal. Our staff makes the processes of IT support agreement procurement, utilization, and renewals easier. We enable clients to see all important contract information, place service calls, escalate service calls, look up call history, request equipment additions and deletions, and order supplies. Plus, our dedicated team of customer service professionals monitors every aspect of contract administration and service delivery – so your team does not have to!

Carrier Management Strategies' web-based tools make using and managing support contracts easier.....



The screenshot shows the CMS web application interface. At the top left is the CMS logo. Below it is a navigation menu with links: Service Call Report, Tracker, Manage Asset, Request a Quote, Logout, and Home. The main content area has a search section with filters for Location (Amsterdam, Buffalo, Chicago) and Service Level (24x7x4, D1d-Depot Hot Spare, D3d-Depot 3 Day, D5d-Depot 5 Day). There are also fields for Contract # and Serial #. Below the search filters are buttons for Search, Reset, and Only Results. A table of results is displayed with columns: Request/Supplies, Service Call, Location, State, Contact, Contract #, Serial Number, Service Level, Mfg, Model, Config/IP/Term, Unit Price, and Tech Support. The table shows two results for Chicago - 1 S. Michigan Ave. Below the table are buttons for Export to CSV and Print. On the right side, there is a 'Company info' section with 'CMS' and an 'Account Manager' section with 'Nick Milotis' and contact information. The top right corner shows 'Welcome Demo - March 10, 2011 2:21 pm' and 'Page 1 of 1'.

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Get a new quote – online

Place a service call – online

Print your service agreement OR export to a CSV file – 7X24 online

See all of your assets at one time online – shows location, service levels, contract status etc.

Use Carrier Management Strategies' online Request-A-Quote feature for time-saving (and money-saving!) contract pricing.

Want to add a device to the master agreement? Simply access the Carrier Management Strategies web site, provide model number, location, and coverage requirements, and Carrier Management Strategies will respond with on-line pricing.

Here's How IT works

1. **Carrier Management Strategies provides multi-vendor service solutions for all types of IT equipment, with one invoice, one contract term, and one point of administration.** That means you save time and money by going to only one source for quotes and billing from multiple service providers.

Systems, Data Centers, Workstations, Servers, Printers, RF Equipment, Routers, Hubs, PCs – they all have to be maintained. There are often hundreds, even thousands of multi-vendor devices, spread across varied geographies. Wouldn't it be nice to have one integrated service contract, with one invoice, and one organization to call regarding all billing questions and pricing issues?



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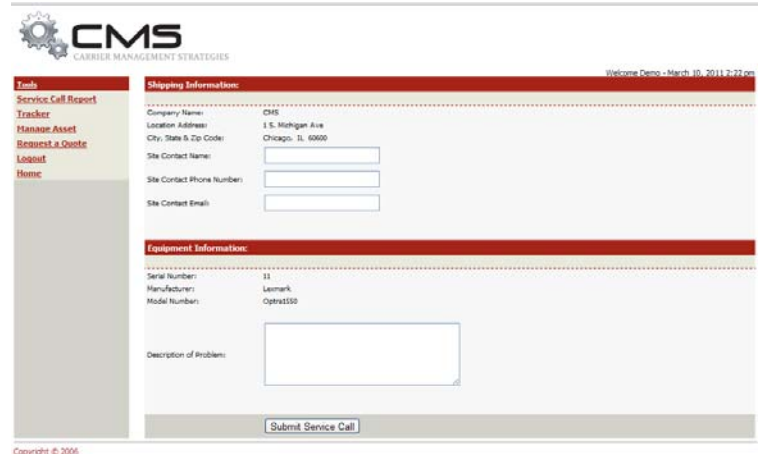


2. **Carrier Management Strategies provides online asset tracking for existing and new assets, giving instant and secure access to all contract and equipment information twenty-four hours a day, seven days a week.** This means a corporate user can log on, view assets at a glance, place service calls, plan renewals, and shop for better pricing – all on the same web site.

Keep track of all of your IT hardware assets – live 7x24. Know where everything is, or where it is supposed to be, who is responsible for that asset, and how much you are paying to maintain it. Know when the contract renews, plan budgets, and do it all with Carrier Management Strategies.

3. **Carrier Management Strategies saves the end-user time by providing a single web site for all service call placement.**

Place service calls enterprise wide, across all equipment types, on the same website. You get the convenience of one stop service, without giving up the expertise of "best in class" providers.



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Included in Carrier Management Strategies' service and support solutions are:

- 24x7x365 Coverage
- On-site Next Business Day Coverage
- On-site Four Hour Response Coverage
- Three Business Day Depot Coverage
- Five Day Depot Coverage
- Next Day Hot Spare Depot Coverage
- Custom Service Plans

Contact us today to find out how you can save time and money and make service easier!



Carrier Management Strategies
Phone: 773-450-3000
E-mail: nmiliotis@controlthemayhem.com
URL: www.controlthemayhem.com