

# Cascade

Computer Maintenance

## Service Credits

Cascade Computer Maintenance strives to offer the most flexible and competitive service options available in the Pacific Northwest. We are excited to offer you a new and flexible approach to computer maintenance agreements: Service Credits.

Service Credits act as a stand-alone agreement or in conjunction with a Full Service Maintenance Agreement. Through a special pricing structure, Cascade Computer Maintenance is able to offer your business a savings of up to 33% off our normal hourly rates. Through Service Credits we will guarantee four hour responses to your computer maintenance emergencies. Service Credits offer your business the most flexible end to end solution to maintain your computers, printers and the network that connects them.

### Small and Mid-Sized Organizations

Small and mid-sized businesses are challenged with running and maintaining their technology with limited resources. There may not be enough work to justify the expense of a full-time network manager. Should you trust your computer systems and your business to one of your employees who may be computer knowledgeable but doesn't have the resources or experience to truly do the job? Sure, there are very large, very expensive service providers out there that can provide you with a solution. But it will be expensive and it won't be tailored from the start, to your business' unique requirements.

CCM Service Credits put you in charge and provide you with simplified billing, four hour emergency responses, and discounted rates. It's like having an entire IT department on call, ready to handle all of your technology needs for a fraction of the cost of just one employee. And we can be in multiple locations at once! With five simple levels of CCM Service Credit Accounts there's a custom plan that's perfect for you.

**Let's talk!** Ask your local CCM representative for a complimentary no pressure evaluation. We can Help, it's what we do!

### You Receive...

- Discounted Rates
- Emergency Level On-Site Response
- Simplified Billing
- Dedicated Account Management
- Central Dispatch
- Detailed Reporting

Credits can be used for Parts, Labor and Consumables!

## Service Credits

### Benefits

- Discounted Rates!
- 4 Hour Response
- Detailed Reporting
- Credits Used for Parts, Labor & Consumables
- Dedicated Account Management

# Service Credits



800.421.7934

Salem / Portland / Eugene / Medford / Seattle / Spokane / Tri-Cities / Wenatchee / Olympia



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