

"I rely heavily on DataLink's proactive team approach to help us stay on track and on budget as we pursue our business technology goals."

- LeAnn Wilson

Chief Financial Officer

Assn. for Career & Technical Education

## TECHNICAL CAPABILITIES

- Professional Consulting Services
- IT Support Services
- Corporate Audio, Video Services
- Structured Cable | Wireless Access
- Physical Security
- Business Communications

## LASTING RELATIONSHIPS

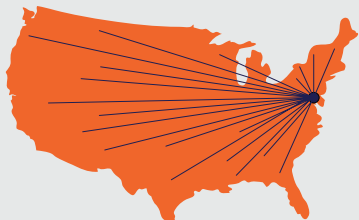
"We have clients that have been with us since we began supporting them in the early 1990's. Our client relationships don't end after the job is done, they continue for years and years because of our personal touch... They know that we really do care about their success. We prove it every day."

- Mylon Staton

President, DataLink

## COMPLETE COVERAGE

DataLink is based in Millersville, MD and supports your local, regional, and national locations.



## We Make "IT" Easy

## ProLink IT Service

# AssistIT Service Program

### When you need occasional IT support on a non-priority basis

For clients who need ad hoc support, DataLink offers *AssistIT*. Under this arrangement, we provide assistance on a first come, first serve basis. This traditional T&M service is designed for organizations that have their own IT staff, but have need for occasional support to cope with vacations, personal days, and unforeseen events.

Use DataLink as much or as little as you want – whenever you need specialized expertise, project assistance, or development help.

### AssistIT support is ready when you need help with ...

- Installing new business applications
- Monitoring the network and servers
- Troubleshooting hardware and software problems
- Moving to a new site location or expanding an office
- Adding a new site location
- Changing and / or upgrading hardware
- Changing and / or upgrading software

You will be invoiced at the T&M rate for repairs, services and products required to maintain and manage a healthy IT network. If a repair or parts are required, we notify you as soon as possible.

## We Make IT Easy

When keeping your IT on track is a top priority – DataLink makes IT happen – at a cost that makes sense.