

# Integration Custom Service Solution@

Customized Computer Hardware & Software Configuration

## Integration Services

Multi-User Solutions (MUS) Integration Services offers OEM's and VAR's specialized services to meet the requirements of their end-users. In business since 1991, MUS has many successful years of proven experience to support your organization. We can customize our configuration services in order to meet the needs of your particular business. Plus, with our nationwide on-site service agreements, we offer guaranteed repair times and on-site replacement parts.

Why waste valuable time or impair the productivity of your staff, when you can have MUS working for you? You can completely eliminate the time it takes to purchase systems, peripherals, load the operating system and software applications utilizing our integration services. You remain focused on your core business strategies, while profiting from outsourcing these services.

Utilizing our custom integration services, you are assured of having your hardware and application configured accurately. Our configuration services include everything from the initial build, set-up and burn-in, to on-site installation services. If you prefer, simply ship your equipment to MUS and we can custom integrate and configure your equipment. MUS is an authorized reseller for most brand name computer systems including IBM®, Compaq® and Hewlett-Packard®.

MUS provides the computer systems and service to enhance your productivity, increase your competitive advantage and focus on your customer.

## Software Support

We can install and support your Windows 98®, Windows 2000®, Windows NT®, UNIX® and Linux® operating systems. In addition to installing the operating system, we can also integrate your specific software applications. We can custom configure your application based upon the individual customer's needs.

Regardless of whether you have a basic software program that you need loaded or a customized software application, you can count on our certified technicians to successfully and efficiently complete your request.

## Customized Systems include:

- Desktop, mid-or full-tower, and rack-mount "open system" cases
- Industry standard, name brand components
- Custom case labeling with your logo
- Cable connections stabilized to prevent out-of-box failures
- "Root/Boot" or "Startup" diskettes located inside case
- System serial number located on front of case
- Color-coded ports for ease of setup
- Painted screws for quality control check, insures stability during shipment and verifies tampering
- Full "How To/Open First" instructions included
- Complete set of system documentation
- Minimum 24-hour burn-in period

## Service Features:

- Unique Hardware Configurations
- Customized Software and Operating System Integration
- On-site Installations
- Nationwide On-site Support



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# **INTEGRATION SERVICES**

Multi-User Solutions provides system integration services for Unix®, Linux® and Microsoft® Windows® environments. We are authorized to distribute name brand computer systems such as IBM®, HP®, and Compaq®. However, we can also custom-build computer systems according to your specific needs and budget.

In today's business environment, the technology infrastructure is constantly changing. MUS can assist you with system upgrades, relocations, and reconfiguration issues, without interfering with your day-to-day normal operating procedures. Utilizing our integration services, you can relax in knowing your systems will work as expected. Plus, our certified and professional technical support staff is available twenty-four hours a day, seven days a week.

Multi-User Solutions hardware and system professionals, focus on implementing multi-platform integration services for small to medium-sized businesses, which include:

- New computer systems
- Installation/Roll-out services
- Upgrades to existing hardware
- High quality components
- State-of-the-art technology and diagnostics
- Cross-platform environment solutions
- Implementation and coordination of IT projects
- Customized time and money saving services
- System and component support for a variety of hardware and operating systems
- On-site maintenance service agreements



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