

## Your Personal Team for Strategic Sourcing



### Working with Syscom Technologies

Since 1980, Syscom Technologies has provided the best customer service and partner support in the industry. Our service boasts 98% customer satisfaction, all accomplished by a dedicated account team responsible for every phase of the purchasing and delivery cycle. Our pledge is to execute on your orders with the highest sense of urgency and deliver value into each and every relationship. From quoting to tracking to RMAs, Syscom Technologies clients are always provided with timely and reliable service.

### More than price

Syscom Technologies represents over 1,700 manufacturers (HP, IBM, Cisco, MS, etc.) with over 450,000 items under our umbrella and viewed within our online portal. Our goal is to provide you the lowest market price with best product availability in the global technology market, all while delivering a quality of service and integrity you'd expect from a professional organization. Syscom Technologies stands behind the products we sell and our commitments to our clients. We pledge to deliver on our promises and hold ourselves accountable for our actions.

### The simple process to doing business :

- **Establishing an account with Syscom Technologies** - Simply complete and sign our Credit Application with trade references and send to your account representative.
- **Receiving a quote from Syscom Technologies** – Our clients have a dedicated representative team responsible for managing all aspects of your interaction with Syscom. Your representatives will provide a "real-time" quote obtained from three independent sources based on current availability and product condition. Quotes can be requested via our portal, email or phone. We also offer additional resources within our engineering team to assist in configurations.
- **Placing an order** - Once pricing and availability have been established, submit a PO to Syscom via the portal, email or fax. Please remember to specify the ship-to information and shipping method to ensure we send the product to the correct destination and on time! We also support EDI/XML order processing. All orders placed between 8:00am to 5:00pm EST will ship same day, based on availability, followed by e-mail confirmation.
- **Shipping policy** – Syscom Technologies offers free ground shipping for all orders with exception to individual heavy weight items of 125lbs or more. Syscom Technologies has relationships with the major carriers FEDEX and UPS. All Syscom orders will have packing slips that include the company name, address, attention name, and the clients purchase order number. In addition we offer freight line and courier services for your special needs.
- **Order tracking** – Based on customers request all orders will receive real time tracking e-mailed within 24hrs of the item(s) being shipped.
- **Return policy** – Syscom Technologies prides itself on a liberal return policy. We will issue an RMA for products purchased within 30 days of the invoice date.
- **DOAs** - Any DOA products will be immediately replaced within the 30 days of invoice date. In the event the product is available in our warehouse, we will cross ship another to our clients.

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