

IGEL ADVANTAGE GROUP



Service On-Tap

Pour yourself some as-you-need-it service

Best-in-Class service with IGEL should never come at a premium price. IGEL works so well...sometimes you only need a “taste” of an engineer.

1 Business Day response time, with the resource you already know and love.

Service Areas:

- Phone Support
- Support via remote access
- Access to Knowledge Base
- Named Contacts
- Product Upgrades
- Hardware Registration Help & Warranty Review
- Edge OS HelpDesk function
- Windows Virtual Desktop help
- UMS Setup & Assistance
- OS11 Deployment
- And More

You don't get charged until you start “running your tab.”

On-Tap Service:

- ✓ **You set the pace:** Consume-as-you-go model, flexible for big and small issues
- ✓ **Solution Center:** “Just a call away” following email outreach to IGEL Advantage Group
- ✓ **Responsiveness:** 1 Business Day response time with the technical resources you have already gotten to know.
- ✓ **\$0 Charge:** No charges or invoicing until service starts. You are in the driver's seat.
- ✓ **Flexibility:** Flexible for different projects and different vendors. IAG personnel are certified in Microsoft, Citrix, VMware, and other products besides IGEL. Service On-Tap empowers them to work with you on other projects

Pricing & Delivery

The CPC IGEL Advantage Group Service On-Tap is designed for maximum flexibility. The **IAG Budget-Keeper Commitment** will work to ensure the best budget fit possible for your organization, big or small.

Contact Bruce Poor, President & IGEL Lead
Computer Products Corp.
bpoor@cpc-i.com