

One contract. One contact. Comprehensive multi-vendor service and support.

Service is the best way to protect equipment, but managing multiple vendor service contracts can be frustrating and time-consuming. With more than 20 years in the service industry, our experience will help you save time and resources while extending the life cycle of your business equipment with our proactive approach.

The technologies we support include:

Desktop Business Equipment

Workstations/Laptops/Servers: Acer, Alienware, Dell, E-Machines, Fujitsu, Gateway, HP/Compaq, IBM, Lenovo, MEDION, Micron, Northgate, Sharp, Sony, Toshiba, Winbook (All major brands)

Printers/Copiers: Brother, Canon, HP/Compaq, Epson, IBM, Lexmark, Minolta, Okidata, Olympus, Panasonic, Samsung, Sony, Xerox (All major brands)

Specialty Printers & Readers

Thermal/Barcode Printers & Readers: Datalogic, Datamax, Epson, Intellitouch, Intermec, Metrologic, Sato, Symbol, TEC, Unimark, Zebra (All major brands)

Enterprise Content Management Equipment

Document Scanners: BÖWE BELL + HOWELL, Canon, Fujitsu, Kodak, Lexmark, Panasonic, Visioneer, Xerox (All major brands)

Check Scanners: Burroughs, Canon, Kodak (All major brands)

Data Center and High-Availability

Archival Storage Solutions and Publishing Delivery: QStar, PowerFile, ProStor

Mainframes: IBM eServers Call Home Remote Monitoring (pSeries: RS6000, p600/p500-series, iSeries: AS400, i800- and i500-series)

Servers: Dell PowerEdge (6400-series, 8450), IBM eServers (xSeries, 200/300/400-series), SUN Enterprise, HPC, Netra Sparc, UltraSparc, Blade, SunFire, StorEdge, Solaris, HP 9000/3000 Servers (all models) MPE and HP-UX, SGI, Industry Standard Servers – Dell, Compaq, IBM & Storage Servers

Data Networks: CISCO Products (Midrange 1000-2600, 3600-7200 Routers), Adapters, Bridges, Concentrators, Hubs, Routers, Wireless LANs, Brocade

Storage Systems: IBM Tape Total Storage, HP StorageWorks Systems, EMC Symmetrix, CLARiiON, Harmonics, Celerra, SUN/StorageTek, Quantum/ADIC/ATL, Hitachi Freedom, Lightning, Thunder, NetApp, Nexsan, Overland, Qualstar

Operating Systems: s/390 OS MVS/VM/VSE z/OS (z800, z900), OS400 (AS400 iSeries Servers), AIX (RS6000 pSeries, Servers), Tru64 UNIX, VMS, HP-UX, Solaris, Linux, Microsoft NT, 2003 Server, etc.

Don't see something listed? Call us for a complete list.

We provide:

Account Management

We collaborate with you to understand the unique needs of your business and help you determine the most effective service coverage needed for each piece of equipment.

Contract Management

Consolidate warranty uplifts into one service contract to fit your needs and budgetary cycles. By synchronizing the co-termination of your contracts, you benefit from a simplified billing process, predictable cash flow and consistent protection for your equipment.

Vendor Consolidation

Align your business needs with the best providers in the industry to eliminate redundancy in services and ensure the individual delivering on-site service is qualified and prepared to handle your service requirements.

Call Management

Utilize our toll-free, award-winning Customer Support Center. There is no impersonal phone tree, and your problem is addressed with minimal wait time. Staffed by trained technicians in Columbus, Ohio, each case is reviewed to ensure the service we provide meets high standards; no case is closed until you say the problem is resolved.

Online Service Management Portal

Identify older technology, search service records for troublesome equipment, receive alerts of expiring contracts 24 hours a day, seven days a week.

Product Life Cycle Management

From acquisition to end-of-life transition, manage your infrastructure to reduce or eliminate downtime. Scale for one-off or unique projects, utilize existing equipment, shed outdated equipment and deploy equipment in a decentralized office environment.

What our customers are saying

"I used to spend about 50 percent of my day making service calls and talking with technicians. It was an organizational nightmare. Now that we have Versitec, I just place one simple call and they handle the rest. Versitec allows us to focus on our work and our clients. On a daily basis, Versitec works miracles."

Jerry Robinson, Scanner - Product Support Manager
Affiliated Computer Services, Inc. (ACS)

"If a scanner goes down, it impacts our productivity. So we have to have a system in place to keep them up and running. We chose Versitec for our document imaging service provider. We've been partnering with them ever since so we would have comprehensive, preventative maintenance and service."

Cindy Lowe, Senior Application Analyst
Ball Memorial Hospital

"Our customers expect personal and customized attention from us, and we expect it from our vendors. Versitec responds to us with specialized care and service that is transparent to our clients. We don't feel like just a number to Versitec, and their on-site service is great. We found Versitec's method of tracking problems and billing services were much more efficient than our prior experience. Whenever we need service, I'm always pleased with how Versitec handles it."

George Pinkas, Sr., Enterprise Server Engineer
Antares