



Hardware Maintenance and Support— Real Experts, Practical Answers.

***CCSI offers
a real-world
approach
to today's
hardware
issues***

IN A PERFECT WORLD, we would all like to be able to start over and completely replace older systems with the latest and newest technology. But in the real world, we must be prepared to support complex, blended environments. And at those times, it may not be realistic to expect any one person in your organization to know it all. That's when you need CCSI.

CCSI can create customized service level agreements (SLA) to meet your exact requirements. We provide maintenance services for products from over 100 different manufacturers and are an authorized service provider for warranty work on most major brands of pc/printers such as IBM, Dell, HP and Compaq.

In addition to hardware support on Servers, Workstations and Printers, CCSI provides customer support for LAN/WAN, connectivity and software issues.

CCSI offers as standard 9-5 coverage with a maximum four-hour on-site response time guaranteed. Our field engineers will normally respond by telephone within fifteen minutes after the initial placement of a service call. CCSI will also adjust its response time commitments to accommodate specific customers needs, including special requests for dedicated on-site field engineers where necessary.

CCSI

*New York State OGS Contract # CMS593A
Contract Period: February 2, 1998 - December 31, 2010
Group: 73012 Award: S960275E.1*

Contemporary Computer Services, Inc. is a Small Business Entity (SBE). For projects up to \$100,000, the procurement can be offered without competition to any Contractor designated as a NYS small business enterprise (SBE), a NYS certified minority or women owned business enterprise (MBE or WBE) without a competitive bid (also known as Discretionary Purchase).

For complete FAQ, please refer to the following link:
<http://www.ogs.state.ny.us/purchase/snt/awardnotes/73012S960275FAQs.pdf>

Contemporary Computer Services, Inc.

*200 Knickerbocker Avenue • Bohemia, New York 11716
Phone 631-563-8880 • Toll Free 1-800-770-7755 • Fax 631-563-5185 • www.ccsinet.com*

hardware protection



*CCSI stands as
a premier provider
of IT services for a
wide variety of
customers across all
industry sectors*

CCSI Hardware Maintenance Offerings

Since its inception, CCSI has been successful in keeping up with the complex changes that occur in the IT world every day. And because our highly skilled engineering specialists are committed to working as a team, we are able to provide the highest level of comprehensive, end-to-end support to our customers.

About The Company

For more than 30 years, Contemporary Computer Services Inc. has provided clients in both the private and public sectors with a rock-solid foundation on which to secure their organization's future. We recognize that every client and every industry is unique, therefore, we never take a cookie cutter approach when designing IT solutions. In fact, we consider it our responsibility to find the strategy that suits each client's individual needs. And, besides our rigorous attention to customer requirements, we are also very eager to listen and learn from the people who make their companies work.

Our company keeps on top of all the technological developments that continually transform our industry. Now, CCSI stands as a premier provider of IT services for a wide variety of customers across all industry sectors. CCSI is the natural go-to partner for private corporations, government agencies and educational institutions in New York, New Jersey, Pennsylvania and Delaware.

Our IT professionals are among the most experienced and capable in the industry, and our entire staff is committed to providing top-notch services. As a result, CCSI has experienced steady and profitable growth, and has built a solid base of loyal and satisfied customers.