

SARCOM is a national leader in IT consulting and distributed computing support focused on integrating technology to produce measurable business results. SARCOM's proven practices and technical expertise assist organizations in all phases of the IT lifecycle. Over 25 years of first-hand experience in business operations and technology solutions make SARCOM a valuable partner as you move forward to achieve your business objectives.

Technology Solutions for Business

At SARCOM, the focus is on helping our clients achieve measurable improvements in business operations. Together, we review and identify your specific business challenges and deliver tailored technology solutions that achieve and exceed your objectives. Business growth and the reality of doing more with less are impacting the way you do business. Companies need to improve quality, reduce cost, generate revenue and gain a competitive advantage. SARCOM helps you leverage the technology solutions of today to meet the challenges of tomorrow.

Life Cycle Management Solutions

SARCOM is a national leader in managing the lifecycle of a wide range of IT products. From product selection, forecasting and procurement, through integration, national service and EPA-certified disposal, SARCOM makes sure each product is tailored to your specific business requirements and custom-configured for optimum performance with the ultimate cost-efficiency. SARCOM services what it sells, providing fully-certified warranty support for all Tier 1 manufacturer products. And, when the product's useful life has reached its end, SARCOM offers multiple recycling, brokering and disposal solutions to fully maximize your IT investment.

- Product Consulting and Procurement
- 24/7/365 Service Desk
- Complete Integration and Imaging
- National Dispatch
- Deployment Services
- Managed Services
- Hardware Warranty Repair
- Asset Management
- Deskside Support
- Recycling and Disposal Services

Enterprise Software Solutions

SARCOM designs, implements, operates, and improves Enterprise Software Solutions. The ESS practice focuses on e-mail, directory services, collaboration, migration, and enterprise Windows application platforms.

- Microsoft Infrastructure Implementations
- Volume Licensing Agreements
- License Tracking and Management
- E-Procurement Reporting
- Exchange Server Solutions
- Active Directory Integration and Migration
- Windows Server Solutions
- Desktop Implementation and Migration
- Windows Operating Systems
- Microsoft Collaboration Solutions

Software Licensing Solutions

Each SARCOM customer is assigned a software licensing specialist certified by the leading vendor licensing programs. These specialists hold industry-standard certifications and have completed training from the top-tier software providers. SARCOM provides licensing solutions including Volume Licensing Agreements for first, second and third tier software developers. SARCOM's E-Procurement Services assists in implementing corporate licensing programs and reduces the complexity of management by tracking, maintaining and reporting software licenses.

- Licensing Management
- Contract Management
- Licensing Changes and Promotions
- Software Reporting
- Management of Software Renewals
- Software Asset Tracking

Procurement Services Solutions

SARCOM enables your organization to enhance its IT procurement process by utilizing SARCOM's Procurement Services which focuses on the areas of the supply chain that can garner the best results. SARCOM has developed a flexible, efficient practice that provides tangible results from cost savings to improved SLA's on product delivery to meet clients' various needs and objectives. SARCOM offers multiple electronic integrations to our supply chain including: E-Commerce, EDI, and XML.

- Custom Procurement Workflow Functionality
- Real-time Pricing, Availability, and Product Ordering Capability
- Technology Comparison Capability
- Product Structured Pricing
- Manufacturer Special Bids
- Index Pricing Model
- Technology Trade-in Programs
- Life Cycle Management Solution
- Client Support Specialists

Maintenance and Support Solutions

SARCOM Maintenance and Support Solutions is dedicated to minimizing TCO through the correct level of support. Support can include hardware maintenance, OS upgrades, software, and security updates.

- Minimize Downtime and its Effects
- Increase Customer Satisfaction
- Decrease Resources Needed
- Reduce Costs to Increase Productivity
- Extend Life of Hardware
- Optimize Existing Infrastructure

Print Solutions

SARCOM is committed to providing printing and imaging solutions that align with our customers' objectives. SARCOM provides the capability to manage and service printing products throughout the life of the device.

- Device Consolidation
- Workflow Solutions
- Cost Per Page
- Output Managed Services
- Secure Print
- TCO Analysis

Enterprise Security Solutions

Unlike 'boutique' security firms, SARCOM offers a comprehensive solution that combines real IT operational knowledge with in-depth IT security experience. SARCOM ensures that your IT solutions are secure and that your total environment is stable and scalable.

- Security Assessments
- Education and Awareness
- Security Architecture and Infrastructure
- Information Security Management
- Full Disk Encryption and Device Control
- Network Vulnerability Scanning

Network Infrastructure Solutions

An organization's network infrastructure is the foundation for successful technology systems. SARCOM provides the full range of facilities, services and installations needed to support versatile enterprise systems.

- Network Design and Implementation
- Voice over IP Networks
- Network Infrastructure Management
- VPN and Firewall Design and Implementation
- Wireless Networking Infrastructure
- Mobile Computing Solutions
- WAN Acceleration and Bandwidth Reduction Solutions

Enterprise Systems and Storage Solutions

SARCOM is focused on providing products and expertise by incorporating centralized disk and tape storage, UNIX and Microsoft high-availability computing, and data and systems management.

- Centralized Backup
- Highly Available Platforms
- Disk and Tape Storage Management
- Data Migration and Replication
- Networked Storage (SAN and NAS)
- Server Consolidation and Virtualization

Distributed Computing

SARCOM seeks to steadily improve the efficiency and reduce the cost of distributed computing support for its clients. To achieve this, SARCOM's Distributed Computing Solutions integrates proven best of breed tools and technologies into the support model to automate processes and improve the accuracy and responsiveness of critical support functions. In addition, SARCOM monitors and evaluates leading edge technologies and innovations, assisting its most forward-thinking clients in visualizing and designing robust, scalable frameworks to meet future distributed computing support requirements.

Distributed Computing focuses specifically on the following areas:

Desktop Technology

- Integration: Imaging, Kitting, Custom Configuration
- Deployment: Logistics, Data Migration, Recycling and Disposal
- Advanced Desktop Technologies: Thin Client, Virtual Desktop, Application Virtualization

Client Management

- LANDesk Expert Solutions Provider (ESP) and Managed Service Partner (MSP)
- LANDesk Architecture, Design and Implementation
- Intel vPro Consulting and Design

Digital Signage – SARCOM leverages the knowledge, processes and infrastructure built from its 25+ years of supporting the distributed computing environment to meet the specific support requirements of digital signage.

- Full Solution – SARCOM Lifecycle Support plus industry-leading Content Management Software Partners
- Site Survey
- Systems Design and Configuration
- Currently supporting more than 5,000 digital signage installations, encompassing over 8,000 screens, nationwide
- Samsung National Large Format Display Warranty Service Provider
- In support of its current digital signage customer base, every single workday SARCOM is on-site installing or servicing a digital signage system at over 50 different locations in any one or more of the contiguous 48 states

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