

Information Technology and Document Management Solutions

CORE Business Technologies,
the Solutions Builder.



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Technology Services

Network Computing

- Design
- Wiring
- Installation
- Backup/Recovery
- Migration
- Systems Integration
- Management



**Experience
Expertise
Excellence**

Document Management Services

Copy/Print Solutions

- Site Survey
- Solution Recommendation
- Installation
- Training
- Best Guarantees

Careware Total Proactive Support

Preferred-Client Services

- Highest Certifications
- Quick Response
- User Training
- Preventive Maintenance
- Performance Reviews



Results Come from Experience

CORE Business Technologies has been providing technology and copy/print solutions since 1983. Whether your business is large or small, CORE delivers reliable networking and document management solutions that create synergy throughout your organization. Put the powerful partnership of your resources and CORE's services to work for you:

- Give employees access to information for increased collaboration and productivity.
- Manage customer data to build stronger relationships.
- Enhance internal and external communications.
- Reduce costs.



Loyalty doesn't come easily in business. It is achieved by continuously keeping clients on the forefront of innovation and, above all, by establishing an abiding mutual trust. This is the CORE difference. We delight clients with an unwavering commitment to their success, insuring the solution they want is the solution they get. We welcome the opportunity to do the same for you.

Careware: Total Proactive Customer Support

Careware is an ongoing communications guarantee that anticipates your service needs. It means:

- You are a preferred client.
- You have immediate access to our team of dedicated specialists.
- You can expect responsive, skills-based technical support.

At CORE, technology and talent come together in *Careware* support teams that allow you to focus on your business competencies. With the highest industry certifications, our skilled technicians and engineers work with you to plan, deploy and manage the solutions we build and deliver.



Our Commitment

CORE is dedicated to leveraging technology to create, process, store, print and distribute information. You can have confidence in CORE because we focus on only one thing: your business. Our goal is to help you compete for the future by staying ahead of the industry change curve and offering opportunities for your success.



“We're automatically scanning and routing documents, forms and incoming faxes — even handwritten notes — directly to our users. We've moved from drawers full of paper files to an easy to manage, quick delivery system. Thanks for helping us streamline our work flow . . . and service our customers quicker.”

A Medical Claims Service

Technology Services

Recognizing that clients have different needs, CORE's forward-thinking strategists and implementers offer a suite of services:

Consulting

Needs analyses to formulate sound strategies for robust, scalable infrastructures that help you run your business better.

Design/Recommendation

Building tailored approaches for:

- Easy migration of information across multiple platforms, operating systems and networks, including LANs, WANs, SANs, IP telephony, wireless networking
- Seamless integration of existing and new technologies, applications, legacy systems, mainframes, mobile and remote computing
- Groupware, messaging, e-mail, web services integration
- Performance management and optimization of applications, systems and networks to increase information technology performance and reduce costs
- Investment protection and long-term value

Implementation

Deployment services for mission-critical systems including:

- Wiring by licensed technicians
- Installation
- Physical relocation
- Project management
- On-site and remote monitoring
- Security
- Disaster recovery
- Outsourcing

Careware Support

Sustainability plans featuring:

- "First-in-line" preferred client service by CORE's systems engineers
- One-hour response time for emergency calls
- Custom-configured network manual
- User training and technical help line
- On-site quarterly network performance reviews

Technology Alliances

Our certified experts have ready access to the industry leaders. They have recognized CORE's expertise with these designations:

- Microsoft Certified Partner and Development Partner
- Novell Platinum Partner
- Cisco Premier Certified Partner
- Oracle Business Alliance Partner
- Networking solutions partner of IBM, Compaq, HP, Vinca, Citrix, Legato, Computer Associates, and others
- Wiring solutions partner of 3M, Mod-Tap, Hubbell, Amp, Ortronics



"Our goal was to design a networking infrastructure that we could implement over time, one that would service both legacy and newer systems and scale to meet our future challenges. CORE helped us achieve our goal."

A Rhode Island Financial Institution

Document Management Services

Make your digital office and work processes more efficient with CORE's award-winning solutions for copying and printing. Our technology perspective and know-how enable us to configure and implement solutions that get the best performance out of your networking platform. The services we offer include:

Consulting

Operational reviews to develop comprehensive copying and printing strategies.

Design/Recommendation

Developing imaging solutions for:

- Digital black-and-white, color, facsimile, multi-function, duplicating and multiple-original-print platforms
- Stand-alone, workgroup and enterprise-wide configurations
- Scanning, full-feature image manipulation, network printing and faxing, storage and retrieval

Implementation

- Installation by manufacturer-trained certified field engineers
- Physical relocation

Careware Support

- Best guarantees in the industry for copy quality and equipment longevity
- Flexible purchase, lease, rental and all-inclusive cost-per-copy programs
- On-site training and help line
- Four-hour response time
- Service and utilization reviews

Document Management Alliances

Companies are known by the company they keep. CORE has an established culture of collaboration that mutually benefits our clients, our partners and ourselves. Our long-standing relationships with the best manufacturers the document management industry has to offer include:

- Hewlett-Packard
- Savin
- Kyocera Mita
- Riso



“Document quality is up and equipment down-time is down. CORE is there when we need them... providing the right support, the first time, every time.”

A Travel and Tourism Service

Careware Support

Careware Support Team	Contact Frequency	Responsibility
Account Representative	Quarterly	Primary client liaison
Maintenance Contract Representative	Annually	Service agreement
Customer Support Representative	Every Trimester	Training, quality service assurance, account liaison
Supplies Representative	Monthly	Supplies restocking
Technical Representative	As Needed	Preventive maintenance, emergency service



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