



**SMP** is a full-service computers, copiers and office equipment service center covering every aspect of new solutions, service, and supplies. We pride ourselves in providing outstanding quality service while creating the best value solutions for our customers.

### Mission, Vision, Philosophy

Our mission is to strive and provide our customers with the absolute best service, value, professionalism, loyalty, and a strong commitment to maintain the highest integrity in our industry.

Our vision is to promote and provide our clients with the solutions and satisfaction of their needs, but also provide a local "community feel" and attention to customer service that only a locally-owned and operated organization can do.

Our philosophy is to provide our customers with service through preventative maintenance thus avoiding the "break-fix" mindset of our industry. We also offer total solution packages to run an effective and efficient work office flow reducing unnecessary waste of resources.

### WE SERVICE ALL BRANDS



### Service Solutions

To fix or not to fix that is the question most people have when they call us.

If repairing your office equipment or computers is costing you more in time than the value of the machine, give us a call today to discuss your options.

The industry is constantly changing and we are available to help you make good decisions concerning your equipment.

Our highly trained technicians offer the following repair and maintenance services:

#### On-Site Computer, Copier & Printer Services

- Multi-Function Machine Repair
- Wide Format Printer Repairs & Plotters
- Barcode and Label Printer Repair
- Shredder Repair & Service
- Preventative Maintenance Services
- Maintenance Kits
- Paper Feed Roller Kits

Call us today to schedule an appointment.



**570-218-9664**

109 Oak Lane Cresco, PA 18326

[smpcomputers.com](http://smpcomputers.com)

[info@smpcomputers.com](mailto:info@smpcomputers.com)



**One of the most significant problems facing business managers is maintaining their technology while managing costs.**

All organization processes rely on reliable computers and networks. When your systems fail, you lose productivity, effectiveness, and money.

**Downtime costs more than you think.**

**SMP** provides scheduled, on-site service at times that are convenient for you, at a price that is probably lower than you expect. We have solutions tailored for nonprofit organizations, small, medium and large businesses.

We keep your computers, networks and systems running reliably. And the monthly cost for a SMP contract can be less than the cost of just one computer outage!

**Our low-cost solution helps prevent problems before they occur.**

Your custom-tailored program includes:

- Network configuration and security
- Backup solutions: user and enterprise
- Bi-annual computer tune ups and disk maintenance
- Disaster planning and recovery
- Adding or removing users
- Virus and malware removal
- Email configuration
- Printer access and configuration and service
- User-originated support requests
- Windows and MS Office updates
- Smartphone/Pad setup and synch
- Adding and upgrading hardware or software
- PLUS -Discounts on Gold Star Certified Renewed Computers

Contact us today to learn more about SMP Service Contracts and how it saves you money on computer malfunctions.



**BUSINESS MAINTENANCE**

With a maintenance contract, SMP provides you with an experienced IT department for an affordable price.

**SMP ReliaCare**, like all of our services and products, is offered at a discounted rate to nonprofit organizations.

Designed around a comprehensive technology plan, our contracts offer a service level agreement that fits your organization's size and budget. Our maintenance package includes active monitoring of mission-critical services and professional helpdesk support as well as a discounted rate for standard support and consultation.

**RATES & HOURS**

Our support staff is available Monday through Friday 9am until 5pm. Technicians are available to work after hours upon request at after-hour rates. For discounted rates consider a customized service contract.

**SMP COMPUTERS & MEDIA SERVICES**

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Computer Diagnostics & Check-up	FREE
Computer Tune-up, Optimization and Cleaning:	\$65
Operating System Install or Upgrade, Including updates, drivers and anti-virus	\$110
Virus/Spyware/Malware Removal:	\$85
Home or Small Business Broadband Install (1 or 2 computers, wired or wireless, plus	\$150
The Full Service Option includes Complete System Cleanup, Clean fans and inside of computer, Tune-Up, Optimization, System & Software Updates, Antivirus for one year with AVG and Maintenance Software.	Call

WINDOWS 7-8.1 UPGRADES

Windows 7/8.1 Upgrades to Windows 10 (In-Shop Only) Flat Rate (Labor) Plus cost for Windows License.

Includes all basic software, Antivirus, Adobe Reader, Flash, Media Player and Open Office. Need your data saved & restored? Add \$69 (up to 100GB)

Call

*Note: Prices and service options are subject to change without notice. Please call to setup an appointment and lock into our current pricing.*