

## Services

We are Apple Authorized, HP Authorized and an Apple Warranty Center. The following is a list of our services:

- Apple, PC, and printer repairs : non-warranty service for all brands of computers and printers
- Macintosh and PC service, repair, and consulting
- Printer service, repair, and consulting
- Apple/PC, computer equipment and supply sales
- Networking services
- Filemaker Database development
- Email support
- Phone support
- Website design and hosting
- Data and phone cabling
- T1, DSL, and dial-in Internet connections

## Memberships:

- MPACC  
Mardun Professional Association of Computer Consultants  
<http://www.mpacc.com>
- ACN-Apple Consultants Network  
<http://consultants.apple.com>
- MacXprts- Mac Xprts Network  
[www.macxprts.net](http://www.macxprts.net)

*I* know that Mid Atlantic Consulting will be there when we need them. The service is great and the techs are knowledgeable. We wouldn't use anyone else!

Kate Balch  
Smithsonian Magazine

*F*or the past 10 years Mid Atlantic Consulting has always been there to help me with my business as well as my personal computer needs. They are dependable and always available.

Henry Rosquete  
Tour Accountant  
(Toured with Jimmy Buffett,  
Amy Grant, and Vince Gill)

*F*or a graphic design firm, your technical support team is your lifeline. Mid Atlantic Consulting has been there in times of crisis, to help us meet our clients' deadlines, as well as to consult on our technical needs for the future.

Saundrea Cika  
insite



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# Mid Atlantic Consulting Inc.



The only choice  
for around the clock IT support

## Complete, Responsive, Affordable Technical Support



As your information technology support partner, Mid Atlantic Consulting augments your in-house IT staff by providing a full range of networking, troubleshooting, and maintenance services, which are all available 24 hours a day, seven days a week, 365 days a year.


Our certified technicians pick up where your in-house expertise leaves off. Whether you want to provide after-hours technical support for your users, schedule routine maintenance, or implement advanced networking solutions, we are ready to provide the technical expertise when and where you need it.

No matter what information technology is involved, we can help you make it work! Our technicians are qualified to assist with most current computing platforms and operating environments, including Macintosh, Windows, MS Exchange Server, and Unix/Solaris/Linux.

## Flexible Solutions for Any Environment and Budget

Choose from our menu of services to create a support plan that fits your needs and budget. Technical support is available via telephone, email, or on-site. Call us when you need us or schedule routine maintenance in advance. For optimum service and improved pricing, retain our services with a pre-paid service agreement.

### Rate Plans



Rates are based on the level of support and response time that you require. Discounts apply for pre-paid retainers and scheduled maintenance. Although emergency support is available at any time,

nights and weekends are charged at a slightly higher rate. Rates for scheduled maintenance are significantly less and save the trip charge that applies to emergency visits. Maintenance calls can be scheduled as frequently as twice a week or as seldom as every three months.

## Prepay and Retain Our Services at Discounted Rates

Maintenance and support contracts are based on retainers starting as low as \$1000.00. The more visits and the higher the retainer, the lower your hourly rates. To simplify billing, all services provided through Mid Atlantic Consulting are applied to your retainer balance. Your retainer deposit is not applicable to parts and equipment, which are billed directly from the supplier—unlike most service providers, we do not mark-up hardware! Our work is guaranteed; if you ever decide to cancel your service contract, your current balance will be refunded.

*We were a small office with big computer needs. The Mid Atlantic Consulting team came in and told us exactly what we needed and how do meet those needs in a cost-effective way. They are always responsive, always efficient, and always fix the problems that we throw at them. We consider them a part of our team.*

**Mary Claire Millies**  
American Film Institute



*As a tour manager and accountant (with major acts such as Iron Maiden, Scorpions, Motley Crue, Meat Loaf, and now American Idol), a malfunctioning laptop is my worst nightmare. Mid Atlantic Consulting has saved me on numerous occasions with their Mac and PC wizardry. I highly recommend Mid Atlantic Consulting for guaranteed resolution of all your computer problems.*

**Bill Barclay**  
Tour Manager