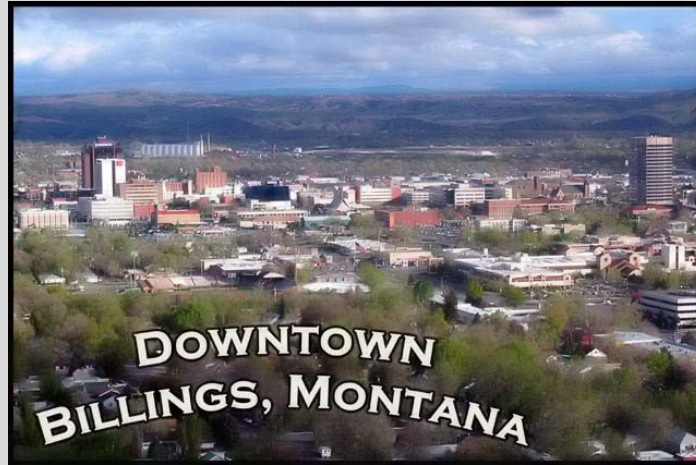




Nationwide Onsite IT Services  
PO Box 31314, Billings, MT 59107-1314  
406-245-0594 Phone  
406-259-9435 Fax  
www.P3service.com

“We believe growth and longevity is only achieved by developing long term, mutually beneficial, business relationships. This will only be accomplished through fairness and honesty with the ultimate customer service.”



## Profile

P3 Services is a nationwide onsite electronic equipment service provider located in downtown Billings, Big Sky country, Montana. While Montana may be in a remote area, our reach is nationwide and spreads into metropolitan Canada. Our core business values are founded on what made the United States. Values that created lasting relationships based on honesty, trust, fairness and care. Your business can expect your experience with P3 Services to be based on these same values.

P3 Services was founded on the need for better customer oriented, qualified, nationwide, IT technical onsite services. Backed by over 30 years in the technical customer service industry, P3 Services provides clients with personalized service on every call. Each call is handled by a trained dispatcher who takes ownership of the service call to assure a timely successful service experience for you or your customer. The unique relationship we carry with our Technicians provides you with the performance of a quality “on demand employee”, where and when you need one, without the associated costs. This is only accomplished by using our pre-staged, incentive based, technician network specifically designed to focus on accomplishing services as quickly as possible yet remain committed to complete repair and customer satisfaction.

[www.p3service.com](http://www.p3service.com)



## Mission

Our mission is to provide clients with Prompt, Proven, and Professional services in the form of truly personalized and competitively priced solutions to the most difficult Information Technology challenges.

## Services

We offer services to many different types of companies needing nationwide or local onsite services. Our clients include OEM's, resellers, distributors, franchises, warranty underwriters, consultants, service providers, corporations, governments, and individuals.

Our internal service request procedures are designed around each of our clients needs and remain flexible enough to use client specific service call gateways, forms, or reports, making us transparent to your clients and customers.

P3's standard call reporting includes on site times along with a brief description of work. We do offer more extensive call reporting including end user signatures all the way to printed call reports, which include time and date stamps of all activity related to the service request. In addition, P3's call reporting system can summarize failure and problem resolution data by equipment type or model to forecast potential equipment or vendor replacement needs and to assist in streamlining help desk services.



## Equipment Types

P3 Services offers it's clients onsite services including repair, maintenance, and IMAC (install move add change) services on:

- \* PC's
- \* Kiosks
- \* Terminals
- \* Servers
- \* Printers
- \* Peripherals
- \* Flat screen TV's
- \* Other Audio & Visual Hardware
- \* POS Systems
- \* Telephony
- \* Proprietary Equipment

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### Response Time & Availability

Prompt service delivery is available in most any area of the United States and metropolitan Canada (*\*see coverage map*), twenty-four hours a day, seven days a week. Our standard service packages include next business day service. While we often dispatch a technician on the same day a request for service is received, we recognize there are situations where we must be on site the day or even within an hour, P3 is able to accommodate these types of response times.

For critical operations, P3's dispatch center can receive your requests twenty-four hours a day, seven days a week and dispatch a technician in accordance with the response time needed.

Whatever your need, P3 is able to deliver a qualified technician where and when you need one.

### Roll-Out Project Management

P3 can receive and stage new or replacement equipment for any size roll-out project, eliminating some of the time and cost associated with larger roll-out projects. We also offer project management services to manage your entire equipment or software upgrade project including training, scheduling, documentation, procurement, storage, and product distribution. The project management experience of our founding members flows through to P3's workforce assuring you of a timely, successful roll-out project.

### Part Logistics

P3 can handle the procurement and distribution of your equipment and replacement parts. From standard replacement parts to sole sourced replacement parts, we can manage your entire service parts inventory freeing up your time to focus on your core business.

### Temporary Technical Staffing

P3 can provide temporary personnel to replace your vacant IT positions or to fill-in for vacationing or sick IT staff. We can fulfill requests for technical help desk personnel to network administrators. P3 works closely with our clients to understand their needs and selects the most qualified, cost-effective technician(s) to fulfill almost any temporary IT personnel need.

P3 is able to provide a qualified technician to fulfill the simplest requests, such as, preventative maintenance, to providing full management of your onsite service needs, including initial end user contact and full independent problem resolution. We positively affect your bottom line by not only providing quality, reliable, flexible, efficient, outsourced services but by providing outsourced services with superior customer service.

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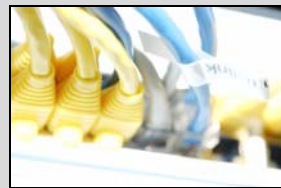


## **Quality Assurance**

Managing hundreds of technicians can be difficult. However, P3 Services utilizes an internal ranking system to assure only qualified technicians are sent to a service call. The system is based on several variables related to knowledge and performance on previous service calls. The variables measured include knowledge, professionalism, promptness and customer satisfaction, amongst others. The ranking is used when selecting a technician for a particular call. While our coverage is broad, we do continually screen and recruit new technicians to perform services to assure the most timely response in high service areas.

## **Warranty**

P3 has a standard 30 day warranty on workmanship and is our minimum warranty for any parts we may provide.



## **Pricing**

P3's pricing remains the highest quality in the industry. Quality that comes at a very cost effective price. This is accomplished through a unique business relationship we have with our technicians and employees, which produces loyalty, ambition, and the desire to do well.

In addition to the more common pricing structures such as time and materials, flat rate, and maintenance pricing, P3 Services offers flexibility in pricing and call flow process to suit individual client needs. We encourage you to call or send us an email to discuss your specific needs whether it be one service call or thousands.

## **Coverage Area**

P3 can provide on site service any where in the United States, Virgin Islands, Puerto Rico, and metropolitan Canada. The coverage map below identifies the exact location of our primary technicians. This information changes on a regular basis to assure you the most timely response and lowest possible travel costs.

P3 Services, LLC  
PO Box 31314  
Billings, MT 59107  
(406)245-0594

[www.p3service.com](http://www.p3service.com)

## **P3 Services, LLC Contact Information**

P3 is located at:

207 North Broadway, Suite #425  
Billings, MT 59101

Correspondence should be sent too:

PO Box 31314  
Billings, MT 59107-1314

You can call or fax us at:

(406)245-0594  
(866)345-0594  
(406)259-9435 Fax

Or, you can email the department you need to speak with:

Service Requests – [support@p3service.com](mailto:support@p3service.com)

Sales – [npetry@p3service.com](mailto:npetry@p3service.com) or  
[spetry@p3service.com](mailto:spetry@p3service.com)



# P3 Services United States Coverage Area

March 2007

