# Central Business Solutions

## Supporting All Your Organization's Document & IT Needs!

Central Business Solutions is a solutions-driven service provider in print technology and document workflow. CBS has been providing products and services to thousands of companies for over a decade. Our strong sales force and reliable technicians are what makes CBS stand out against competitors. We strive to provide only the highest quality and care to our customers. With our customer-first approach and shared belief in our own inexhaustible potential to excel, we measure our success both in the well-being of our staff and in the achievement of the highest level of customer satisfaction. We welcome you to visit our showroom and tour our facility, including our state-of-the-art NOC.

**MANAGED PRINT SERVICES**

**MANAGED NETWORK SERVICES**

**DOCUMENT MANAGEMENT SOFTWARE**

# What We Provide

## MANAGED PRINT SERVICES

Our MPS Program is unlike that of our competitors. We complete a thorough assessment of your current printing situation to discover what output devices you currently have at your facility. To do this, we use rapid-discovery technology and an on-site survey to learn about the devices. We analyze this information and determine your Total Cost of Ownership (TCO) and then create an assessment report just for you. We will review our findings with you along with our customized solution to improve your productivity and lower your printing costs.

Managed Print Services

## MANAGED NETWORK SERVICES

Our MNS Program is designed to provide your organization with an executive summary report of your IT infrastructure and to help budget your network support services. The first step is to discover what equipment, systems, and programs you have in place. We also review what your needs and expectations are for a network service. Based on this conversation and our analysis we will set you up with the proper level of service from our 3 tier program to best fit your needs.

Managed Network Services

## DOCUMENT MANAGEMENT SOFTWARE

Our DMS Program allows organizations to eliminate paper and establish an organized and efficient filing for their business documents and processes.  To start, we can provide you DocPlace, a robust software solution, that you can use to start improving your digital filing process and eliminate paper documents. We can also save your staff time and conserve your financial resources by providing scanning, indexing, and shredding of archived documents. With this solution, you will gain total peace of mind.

DocPlace™
Document Management Software

# New at CBS

Our Network Operations Center (NOC) is equipped with the technical expertise you'll need to support your printing and IT needs. Our support team consists of a full-time Service Resource Administrator, a Certified Service Technician, and IT Support Specialist- supervised by a Microsoft Certified Professional. Your service needs will be quickly assessed and directly assigned to the appropriate resource for resolution. Whether your need is mechanical or software related, we have the expertise you'll need to resolve your issues.

Our Support Team is prepared to quickly identify your service requirements and will respond with unsurpassed expertise and resources. From training needs to complex printing or scanning issues, you can rely on our team to provide you with complete satisfaction.

With the NOC, we are also launching CBS*Access* NOC Support to all our customers with connected digital output devices. CBS*Access* NOC Support will provide the following added services to your existing service agreement:

- Monitoring operations of all backbone links and network devices.
- Ensuring continuous operation of servers and services.
- Providing quality support for network users.
- Troubleshooting of all network and system related problems.
- Opening tickets to track and document resolution of problems.