

Computerwkz LLC - B2B Field Service & Maintenance Solutions

RELIABLE IT & PRINT SOLUTIONS THAT KEEP YOUR BUSINESS CONNECTED.

Computerwkz LLC delivers professional IT support, print equipment maintenance, and retail technology solutions for businesses across Pennsylvania, New Jersey, and New York.



FAST RESPONSE
Quick issue resolution to minimize downtime.



EXPERT TECHNICIANS
Experienced in IT, print, and retail technology.



RELIABLE SUPPORT
Proactive maintenance for maximum uptime.



COMPUTERWKZ
LLC

FIXING TODAY. POWERING TOMORROW.



FIELD SERVICE SLA

Our Service Level Agreement (SLA) ensures your systems stay operational with priority response times and dedicated support.

PRIORITY	DESCRIPTION	RESPONSE TIME	RESOLUTION GOAL
1 CRITICAL	System Down / Production Stopped	2 HOURS	SAME DAY
2 HIGH	Major Impact / Limited Functionality	4 HOURS	1-2 BUSINESS DAYS
3 MEDIUM	Partial Impact / Workaround Available	8 HOURS	2-3 BUSINESS DAYS
4 STANDARD	General Request / Low Impact	1 BUSINESS DAY	3-5 BUSINESS DAYS

MAINTENANCE INCLUDES

- ✓ 24/7 System Monitoring & Alerts
- ✓ Software Updates & Patch Management
- ✓ Antivirus & Malware Protection
- ✓ Backup Monitoring & Recovery
- ✓ Network Management & Optimization
- ✓ Hardware Maintenance & Diagnostics
- ✓ Remote Help Desk Support
- ✓ Performance Optimization
- ✓ Documentation & Reporting
- ✓ On-Site Service Visits

COVERAGE AREA PROUDLY SERVING

PA • NJ • NY



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YEARLY & MONTHLY MAINTENANCE CONTRACTS

Flexible plans designed to fit your business needs with proactive support and predictable pricing.

MONTHLY CONTRACT



- ✓ Flexible month-to-month
- ✓ Remote & onsite support
- ✓ Help desk included
- ✓ Cancel anytime

YEARLY CONTRACT BEST VALUE



- ✓ Priority scheduling
- ✓ Preventative maintenance
- ✓ Reduced downtime
- ✓ Best value & savings

WE SUPPORT

PRINT & PRODUCTION EQUIPMENT

- ✓ Wide Format Printers
- ✓ Inkjet Printing Systems
- ✓ Thermal Printers
- ✓ Photo Lab (Wet & Dry Labs)
- ✓ CTP (Computer-to-Plate) Systems
- ✓ Flexographic Equipment

RETAIL & IT TECHNOLOGY

- ✓ POS Systems
- ✓ Self-Checkout Systems
- ✓ Servers & Network Infrastructure
- ✓ IT Infrastructure Support
- ✓ Retail Systems Support

PARTNER WITH COMPUTERWKZ LLC

Get the support you need from a team that cares about your success.

LET'S KEEP YOUR BUSINESS
RUNNING SMOOTHLY.



PROACTIVE TODAY. PRODUCTIVE TOMORROW.