COMPUSERV

PROVIDING A NEW GENERATION
OF IT SERVICE

COMPANY
OVERVIEW

Who We Are

An IT Consulting and Service Provider in Guyana. We are a diverse and versatile company offering a variety of services. Our qualified and skilled staff is dedicated to providing you with the best in IT Services.

What We Do

We provide IT Consulting and Technical Support in a number of areas. These services include but are not limited to: Network Design, Installation and Maintenance, Network Security, Wireless Networking, Computer Servicing and Maintenance and Domain/Email Hosting.

Each solution is custom tailored to suit your needs with affordable rates.

Mission Statement

Providing reliable and affordable Technology Solutions throughout Guyana, we are dedicated to maximizing the benefits of outsourcing your technology needs while reducing your overhead costs. We are focused on transforming your company to meet the demands of the technological age whilst ensuring cost effectiveness and efficiency.

Goals and
Objectives

Our goal is to provide you with the most affordable and reliable solution that your organization requires to effectively function. Unlike most IT related companies, our main focus is providing services and support rather than selling products. Our portfolio also entails custom solutions designed specifically to meet your needs.

At CompuServ we have consultants, engineers and a highly motivated team of technical experts that will assist you in any way they can. We will have a specialist trained to your system's needs. We do not have non-technical account managers nor faceless technicians arriving to offer you a service. To correctly deal with your business needs, we get to know you and your company.

CORE
COMPETENCIES

Computer Servicing

CompuServ provides a number of servicing options for Workstations, Laptops and Servers. Our servicing options include:

Computer Diagnostics

Antivirus Installation

Hardware Installation

Windows Installation

Data Backup and Recovery

Computer Tune-up

Accounting and Inventory (QuickBooks, Peachtree)

Payroll and Human Resource Software (Paymaster)

Point of Sale (QuickBooks POS, RMH)

Networking

We provide network design, implementation, maintenance and support in a variety of areas. Our networking services include:

Network Installation

Network Security

Wireless Networking

Hotspots and Access Points
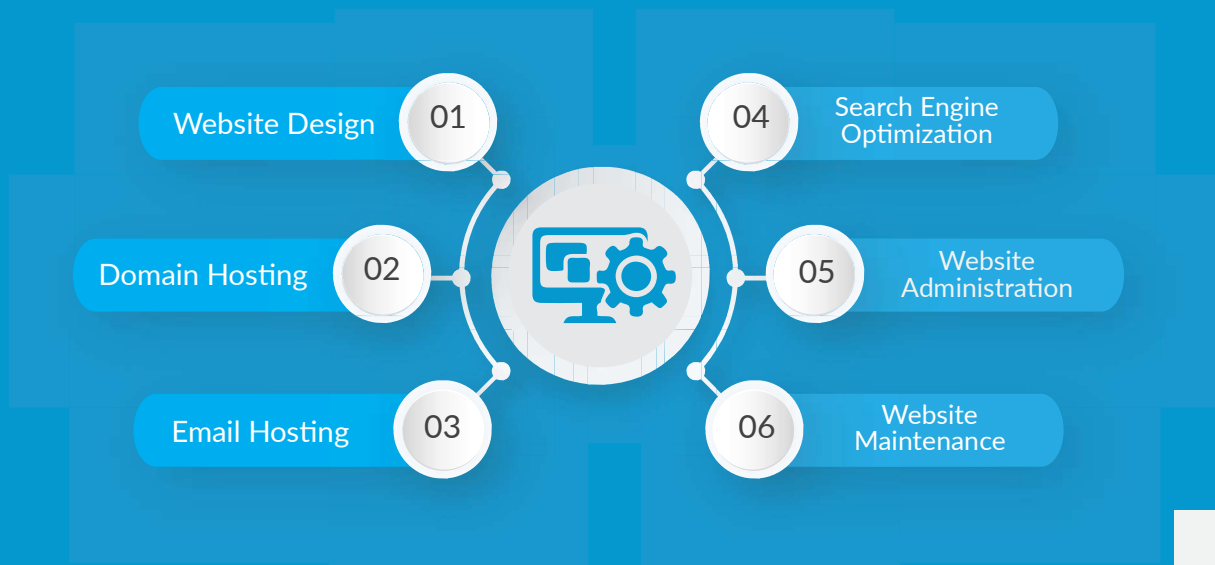
Virtualization

Cloud Computing

Remote Support

Website Development

We build dynamic, scalable and highly secured websites with excellent Search Engine Optimization that guarantees you top level position in all the major search engines such as Google, Yahoo and Bing. We also provide website administration and maintenance.

Website Design **01**

Domain Hosting **02**

Email Hosting **03**

04 Search Engine Optimization

05 Website Administration

06 Website Maintenance

Security

With our team of highly certified security specialists we can provide security planning, installation, configuration and maintenance with systems integration with your network infrastructure for remote access and monitoring. Our security services include:

NVR

CCTV Surveillance

DVR and NVR

Turret Camera

Biometrics

Access Cards

Bullet Camera

Proximity Cards

Biometrics

WHY CHOOSE US:

We know that trust and confidence are massive issues when it comes to IT Services. We believe you want us to have the best interest of your business at heart.

We understand that like us, you want to concentrate on better serving your clients each day, without worrying about whether your systems are going to let you down.

Here are some reasons to choose us...

- Certified, qualified and professional staff

- Years of experience providing support in computer networking, administration and maintenance.

- Experience with positive results

- Better rates, we try to offer you the best products and services available

- Cost Cutting Solutions

- Sustained long-term relationships with our clients

- Our technicians respond to problems proactively to keep your site running with the least amount of disruption

- Friendly and dedicated staff who take a personal interest in the continued development of your company

- Readily available hardware

QUALIFICATIONS

With our team of highly certified security specialists, we can provide security planning, installation, configuration and maintenance with systems integration with your network infrastructure for remote access and monitoring. Our Certifications include:

A+ Certified Professionals

Network+ Certified Professionals

Security+ Certified Professionals

Server+ Certified Professionals

Microsoft Certified Systems Administrator (MCSA)

Microsoft Certified Systems Engineer (MCSE)

Microsoft Certified IT Professional (MCITP)

Apple Certified Support Professional (ACSP)

With over 20 years in the computer industry, our staff are qualified and can easily adapt to handle any situation.

CUSTOM
PACKAGES

Designed for small businesses with basic IT Requirements (<10 System). No Server. Workgroup environment. Single Location.

ON CALL/**DEMAND**

As with any critical services you need to know you have experts at hand at any given time of the day should an emergency arise. Our on-call service guarantees that you have an expert by your side. We will start working on the problem within 1 hour of receiving your call.

The issue you have could be anything really – from the need of a restart to a more complex problem with the operating system

What does it cost?

Mon - Fri: $10,000 per hour

Weekends and Holidays: $12,000 per hour

Remote Support

FREE remote support for minor incident.

OUR
CLIENTS:

Lists the customers whom we currently provide administration, services and support to.

ARK Enterprise	F&H Printing Establishment
BDO Guyana	
Cacique	
Connections Travel Services	Medical Arts
Creations Craft	
Eden Farms Ltd	Pereira Mining
Global Imaging Services Inc	Power Producers and Distributors Inc
Cancer Institute of Guyana	
Guyana Logistics and Support Services Inc	Smile Guyana
Guyana Responsible Parenthood Association	Guybisco
Survival Group of Companies	UPS (Guyana)

3CX IP **TELEPHONY**

CompuServ is proud to partner with one of the largest IP PBX providers globally with over 12M daily users and 600k+ customers. 3CX isn't just PBX, its a complete Unified Communications Suite with Live Chat, CRM Integrations, Hotel and Hospitality modules, Web Meetings and Audio/Video Conferencing all in one suite. Call Center packages are also available with features specific such as call back, caller SLAs and many more.

Why You Should Upgrade to 3CX?

Telephony: Have the features of a 'standard' PBX with the webclients and mobile apps available for free out-of-box.

Video: Video is included free in every licensed SC available. Be able to host video conferences, webinars and more on the 3CX platform.

Live Chat: Have all your company's chats come into a single platform where your team can support customers and clients from your Website or Facebook!

SMS: Allow your customers to message your company directly and talk to agents or send promotional SMS Blast from your 3CX.

Integrations: Integrate your 3CX with popular CRMs, MS 365 & Teams.

Install Anywhere: 3Cx being a software PBX, it is able to install either on premise or cloud. If you require, 3CX can handle hosting for you, keeping your 3CX online, updated and secure.

Flexibility: Keep your existing number, choose your phone and provider. Compatible with analogue POTS and SIP Trunking.

RMH **POS**

What Exactly Is RMH?

RMH is dubbed 'RMS Successor' by the POS experts. RMS was once the most widely used point of sale solution in the early 2000s to mid 2010s. Following it's end of life, the platform began to lose support and users on a whole. During this time, developers were working on it's replacement. In 2016, came RMH, a joint effort between Hero and Retail Realm.

Built on the RMS core functionality and features, users can expect RMH to feel close to RMS with bells and whistles from the application upgrade. Not only is RMH much more resilient, it can be more user-friendly and pleasing to the eye.

Why You Should Upgrade to 3CX?

RMS Successor

RMS was once the most popular POS Solution back in the early 2000s. After its End-of-Life (EOL) back in 2012, developers began the RMH project. Built on the popular platform, RMH is resilent and more dependable than its predecessor RMS.

Mobility of RMH

If you're a mobile store or pop-up shop, RMH allows for greater flexibility through mobility. Having the ability to tender transactions on the move both in real-time or later sync to main DB, the mobility module is available with the same features you get from the store applications.

RMS Successor

RMH can be integrated into various online platforms to allow customers access to your business services. These are not limited to Amazon, Shoplify, Woo Commerce and Quickbooks/Sage Accounting.

DELL PRODUCTS

| Desktop | Laptop | Poweredge services | EMC stroge | Monitors |

DELL WARRANTY

Develop

Don't know where to start? Realize your business objectives faster with consultants who can design technology solutions start to finish.

Professional Services

We meet you where you are in your journey. Trust our experts to help you accelerate your transformation, protect your business and empower your workforce while you run your business.

Dell Technologies Advisors

Dell Technologies Advisors are your one-stop for all your technology needs. Whether it's storage, laptops, cloud or services, we offer tailored product solutions and expert advice to keep your business growing.

Install

Free up time and resources by implementing your solutions correctly the first time with installation, deployment and migration services.

Client Installation Service

Liberate yourself from time-consuming PC installations.

Deployment Services for Servers and Storage

Accelerate integration and usage of your new server and storage technology.

Data Migration Services

Speed up migrations with a consistent, predictable experience for traditional, workload, platform and cloud data.

Residency Services

Supplement your IT staff short term with customer-directed technical experts.

Support

Stay optimized and operating at peak performance around the clock with ongoing support services for your technology.

ProSupport Suites

Reduce downtime by getting in front of potential issues with 24x7 support services available for PCs, servers, storage, networking and monitors with options for accidental damage services.

Support Contract Extensions & Upgrades

Explore contract extension and upgrade options to keep your business running and minimize repair expenses.

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CONTACT US:

FEEL FREE TO CONTACT US ANYTIME

Contact Details

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