

INFORMATION TECHNOLOGY

Hardware, software, services, expertise, in a nutshell complete business solutions!

At Atlantic we believe an outstanding IT infrastructure breeds a healthier and vastly more flexible organisation.

We believe we can reduce your overall IT costs by 10 - 20%

Atlantic provides a secure, customisable procurement and support service designed to save your organisation time and money through all phases of IT product ownership.

- Easy Ordering - A custom online store ensures access to your products at your pre-agreed price.
- Easy Training - View real time order status, online invoices and purchase history details.
- Easy Control - You can define access by individual / department.

How ABRN Works

ABRN works with more than 20,000 certified service professionals across the world to manage service opportunities for Ingram Micro solution providers. IMSN provides solution consultation, project initiation, rollout coverage, network installation, repair, upgrade and remedial maintenance services.

ABRN Capabilities

The Atlantic Business Resources Network Partner maintains the highest technical certifications and industry-leading customer-satisfaction ratings, delivering unparalleled quality services across North America, in markets large and small.



ABRN services professionals include field engineers, network engineers, project managers and technical support representatives. Covering more than 800 metropolitan markets throughout North America, IMSN provides the services regional and national customers need most.

ABRN offers complete service delivery capabilities, including implementation, installations and upgrades, staff augmentation and multilocation support. And we do this 24 hours a day, seven days a week.

Our technicians have a comprehensive understanding of entire infrastructures comprising products from multiple manufacturers. This pool of knowledge makes us flexible and resourceful, and helps provide maximum service and support for end users.

Expertise Means Excellence In Every Area

Our services are needs driven, never product driven. This means your IT needs come first. Our technicians develop a complete solution to fit those needs and then follow up to ensure your complete satisfaction. ABRN is the only service organization made up of many high-quality solution-focused partners. Because of this, ABRN has consistently delivered precisely what each customer needs since 1992.

Covering more than 800 metropolitan markets throughout North America, ABRN provides the services regional and national customers need most:

- 24/7 support
- Application services
- Consulting
- Hardware and software support
- Installations, moves and changes (IMAC)
- LAN/WAN
- Migration services
- Network design, integration and implementation
- Outsourcing services
- Professional services
- Remedial PC, printer and server maintenance
- Security solution, assessment and development
- Technology refresh services
- Wireless communication services

ABRN Benefits

Enjoy these benefits:

- Expanded geographic service coverage and technical capabilities
- Consistent North American service performance from certified solution providers
- Quality service that exceeds customer expectations at a level that surpasses industry standards
- Industry-leading benchmarking
- Customer satisfaction reporting capabilities
- Single contact number for geographic matching, dispatching and case management
- Call management Centre (CMC) that provides unprecedented service management and quality assurance processes
- Centrally managed billing system



Atlantic Business Resources Network Means Unsurpassed Service Delivery

At the heart of ABRN is our industry-leading Call Management Centre (CMC). Our call centre delivers unprecedented service management and quality assurance processes to support our hundreds of thousands of service requests. This accurate and timely communication vehicle means ABRN can consistently meet your expectations for every IT solution.



CMC functions include:

- 24/7 support
- Case management
- Customer satisfaction score tracking
- Customer satisfaction resolution and escalation
- Project coordination and support

Full Support for Diverse IT Environments

Atlantic Helpdesk

Service Level Matrix:

Less than four percent of calls are abandoned
80 percent of all calls are resolved on the initial call
The average response time for an incoming call is less than one minute

At The Atlantic Help Desk you can:

- Check your call status
- Update critical service information
- Pull up real-time reporting
- Check your current point level and purchase history