



CustomSource - is Custom Computer Specialists' outsourcing offering.

CustomSource solutions start with a time tested consultative approach that allow clients to design the support solution that is a perfect fit for their specific environment. As a privately owned, 200+ person, IT services provider that has been in business for over 28 years, Custom is able to combine enormous technical capability and logistical "know how" with a flexibility that cannot be found in large outsource providers.

Custom does not provide solutions that replace a client's entire IT function. It is our firm belief, that client IT management and personnel are an absolutely essential component of an organization's ability to realize the maximum potential benefit from its IT investments.

CustomSource solutions are built for each specific client and address the functions and/or gaps that exist in the client's current IT support infrastructure. CustomSource solutions can be either Level of Effort or Service Level Agreement based.

Working through a defined methodology and guided by an expert solution architect provided by Custom, both the client and Custom gain a deep understanding of the challenges that exist, the service levels desired, and the resources and capabilities that can be brought to bear to address them. Empowered with this understanding, the client and Custom then work through an iterative solution design process until the client is satisfied that the current solution is optimal and as such will deliver the best value to their organization.

Implementation of a CustomSource solution is also collaborative. Although most of the work is performed by Custom, client IT management and personnel are essential in the definition and fine tuning of the solution and its integration into the IT organization as well as the organization as a whole. Implementation is carefully project managed by Custom and client established timelines, milestones, and checkpoints are strictly adhered to.

Upon successful implementation of a CustomSource solution, performance is closely monitored and value is continually assessed. Custom support managers are charged with the responsibility of maintaining the solution's quality (delivering client defined best value) while at the same time driving cost out of the model through efficiency gains, economies of scale, right-sizing, and resource leverage.

Better, faster, stronger and built for you –CustomSource solutions work!

Resources and capabilities that are often embedded within CustomSource solutions include:

Project Management Program Office - Expert project management professionals, methodologies, and systems that ensure IT projects are completed on time and on budget.



Help Desk Services - Single Point of Contact for all organizational support needs that enables the efficient integration of all IT resources and ensures that the desired service levels are being met.

provide superior service. Unlike many outsource/staffing arrangements, our people don't get more comfortable with time; they get better.

On-Site Support Personnel - From desktop Move/Add/Change support to LAN/WAN Senior Architects, Custom's on-site personnel are amongst the finest available.

Solution/Function Management - Management and achievement of defined Service Level Agreements (SLA).

Product and Parts Stocking and Logistic Services - Custom is authorized to sell and service the products of virtually every leading IT manufacturer. These services allow clients to take full advantage of all manufacturer programs including all warranty services.

Technology/Specialized Skill Support - As an organization Custom holds well over 1,000 organizational and individual certifications. Security, Network Design, Storage, IP Telephony, Video Surveillance, Wireless Networking, Asset Management, and Application Development are all examples of the specialized skills and services most often requested and provided by Custom.

Project Implementation and Peak Period Support - With well over 200 technical personnel on-staff, Custom can respond rapidly to client needs for additional support during roll-outs, special projects, and/or emergency situations.

Subcontractor Selection, Management, and Support - Custom has vast experience in the selection and management of third-party service providers including IT Service providers, Independent Contractors, and Cabling/Construction companies.