



### ESW Service Desk

The ESW Service Desk gives you one number to call to log and track your issues. You will speak with a real person and leverage the expertise and experience of our 75+ associates in the most effective way possible; by bringing the right people together to solve your issues. The ESW service desk allows you focus on running your business while we focus on resolving the issues.

- Centralized Communication: One number to call
- Improved Communication: Speak with a real person
- More Effective: Take advantage of all of ESW's resources; get the right person working on the right problem with built in escalation procedures.
- Available Monday through Friday: 8:00am—5:00pm. Phone: **877.880.8802**

Contact your ESW Account Manager to find out more about how you can benefit from our Service Desk.

### Evergreening your I.T. Environment

A computer lifecycle plan will help you better plan your I.T. budget, help lower the TCO for your equipment while enabling a "greener" computer environment:

- New PC's are far more energy efficient than older (3-4 year old) models.
- New monitors use less energy and LED monitors in particular, are the most efficient.
- Not only can you lower your energy bill, it shows you as progressive in your organizations' environmental stewardship.

Using already built in tools you can decrease your power consumption by 50%-90% on your existing PC's and monitors.

Speak with your Account Manager to find out how ESW can help you go "greener".

### Did You Know?

#### *100% Tax deduction on Computers*

The 2009 Budget provides a temporary 100% Capital Cost Allowance (CCA) rate for eligible computers and software.

- For computer equipment and software acquired between January 27, 2009 and February 2011.
- The "year and a half" rule will not apply, allowing you to fully deduct the cost of an eligible computer in the first year that the CCA deductions are available.
- In general, this special treatment is restricted to computers acquired for business uses.

Contact ESW or your tax advisor for more details.