

# Business User Efficiency Program



OPTIMIZING REVENUE. REDUCING COSTS. MANAGING RISKS.

The Business User Efficiency Program is designed for senior level executives seeking to increase user productivity, reduce costs and optimize their business assets. According to a recent survey, IS managers are spending roughly a third of their time on hardware maintenance/repair in medium sized installations. This spending appears to be draining resources from other services, particularly areas such as backup/archiving, security and asset management.

As businesses struggle to find and retain quality IT staff, provide a high level of customer support and reduce overall operating costs, many are turning to The AME Group to develop and maintain their computer infrastructure. Instead of investing in internal resources, our customers are able to focus on their core business competencies while outsourcing their IT challenges to a trusted advisor.

Benefits of our Business User Efficiency Program include:

- **Ability to focus on core competencies.** By handing over non-core activities to a trusted advisor, your company can concentrate on activities central to your value proposition and increase your competitive positioning.
- **Customer-centric solution.** We begin by analyzing your business - the environment, technology, processes and people - to determine the required key service requirements with business needs to provide a cost-effective solution.
- **Faster and higher-quality service and improved efficiency.** Our best practices and methodologies translate into increased operational efficiency for your company. Issues are handled proactively, service levels and customer satisfaction are aggressively tracked and success benchmarks are established.
- **Access to certified, experienced resources.** All of The AME Group's technicians are certified, receive 200 hours of training per year and are on a "one of a kind" Pay for Performance compensation package.
- **Improved predictability of costs.** Our program provides you with a predictable annual cost for the management of all or part of your infrastructure.

**1.800.264.8851**

[www.theamegroup.com](http://www.theamegroup.com)  
[info@theamegroup.com](mailto:info@theamegroup.com)

