

Intrepid Technical Services, Inc.

Company Overview



ServRight™

Intrepid is a professional hardware maintenance and service company with a single focus: mission critical computer hardware. Intrepid offers hardware maintenance to thousands of satisfied customers globally. Our distinguished list of customers include top names in government organizations and commercial business.

Intrepid is certified on major mission critical hardware devices such as Böwe Bell & Howell, Canon, Compaq / Hewlett Packard, Fujitsu, JVC, Panasonic, Pioneer, Sun, and many others. We deliver exceptional field service with the ServRightSM "Fix or Replace" Guarantee, which promises to replace your equipment if it cannot be repaired.

We are proud to be a Böwe Bell & Howell Authorized Service Provider (ASP). We maintain a substantial inventory of Böwe Bell & Howell parts to enable us to solve your hardware problems quickly. Additionally, we maintain similar relationships with our other OEM partners.

With direct systems engineers in major cities, trained National Certification Network partners in metropolitan areas, and skilled hands for front-line support in remote areas, Intrepid has proven service capabilities. Our staff boasts numerous Technical Certifications and maintains hundreds of high-end production scanners and jukeboxes. We focus on quality customer service, responsiveness, and on-going technical training.

Intrepid Services Include:

- Annual Hardware Maintenance Contracts
- Time and Material Repairs
- Professional Services & Installations
- Help Desk Services
- Depot Repair Services
- Operator/Technician Training
- Software Upgrades and Maintenance
- Co-Location Server Support

General Contract & Service Structure:

- Next Day (5x9x24): 5 days/week, 9 hours/day, 24 hour response
- Same Day (5x9x4): 5 days/week, 9 hours/day, 4 hour response
- Critical (7x24x4): 7 days/week, 24 hours/day, 4 hour response
- Non-Contract Services: Installations, training, non-contract repairs
 - Hourly or by quote
- Special programs available upon request

Why use Intrepid? Whether the reason is our best value, responsiveness, contract flexibility, or channel integrity, we promise to provide you with the best service we have to offer.

Please contact Intrepid for further information.
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