



## WEI PROVIDES YOU WITH THE SERVICES YOU NEED, AT THE RIGHT TIME.

### PRE-SALES & POST-SALES

In today's increasingly complex IT environment, there are no standard products or services that will adequately meet your specific technology needs. That is because your organization faces challenges that are unique to your industry, geographical area, or current business objectives. WEI custom solutions are always tailored to achieve your particular goals. WEI offers a multifaceted support model. A few of our offerings are listed below, that can be used together or independently, create the perfect mix of services for you:

- Break/fix means if anything is to break, WEI will fix it
- For hardware failures, WEI augments manufacturer warranties
- With block of hours for services, WEI offers a best effort SLA to resolve any problems

WEI offers customized training at any point in the sales cycle to ensure your team is fully up to speed.

### PRE-SALES

We're passionate about solving our customers' technology issues and helping them drive powerful business outcomes. We believe in challenging the status quo and thinking differently. When a solution is needed, WEI will be there every step of the way, starting at the very beginning. Through assessments and consultations we will understand your business goals and create an efficient plan with strategies to achieve your ideal solution.

- **Consultation**

Our WEI consultants will help you explore the next-generation of technology by conducting product briefings, requiring Proof of Concept

labs, arranging demos, and scheduling meetings with your team to size, design, budget and plan for your next technology cycle.

- **Assessment**

Our WEI subject matter experts perform assessments to help you develop a clear understanding of the road ahead. Assessments include (but are not limited to): infrastructure, security, power and environment, cloud readiness, backup and recovery, mobility, storage, and virtualization environment.

- **Design and Strategy**

Our WEI engineers collaborate with you to produce customized, scalable platforms that will perform for years to come. Including WEI early in the strategic architecture and design phases of IT lifecycle decisions will be a winning strategy and it comes at no cost.

## POST-SALES

Once a solution is selected and delivered, WEI does not consider the engagement to be over until the client is perfectly comfortable with all aspects of operation and how it fits into their environment. Subject matter experts will conduct Knowledge Transfer sessions at WEI's Knowledge Transfer Center, or at your facility, with the goal to streamline the deployment process and decrease time to market.

- **Implementation**

Seamless implementations require effective assessments, planning, and execution by an experienced team that delivers projects on time and on budget. WEI team members see new solutions all the way through to final implementation, including the training needed for your complete understanding of the new technology.

- **Project Management**

Large discount warehouses and distributors don't have the hands-on approach required to deliver customized solutions. Having a box show up on your dock with your new technology inside is not a valuable model. The WEI methodology includes all of the steps needed to make sure your solution is exactly the way you need it, and that it's ready to operate on the day it arrives.

- **Reporting & Operations**

Sizing, selecting, and configuring the best technology for a company is only part of the equation at WEI. WEI wants to not only deliver "what" you want; they want to deliver it "when" you want it and "how" you want it, too. For that reason, WEI remains committed to investing in operational processes that are customized.

34% of IT professionals report an IT problem that causes lost productivity or requires a custom solution. Regardless of your industry, we can build and customize technology solutions to help you reach your goals and improve efficiencies—and support them with services provided by the finest engineers in the business.



## ABOUT WEI

**WEI is an innovative,  
full service, customer centric  
IT solutions provider.**

**Why WEI? Because we care.  
*Because we go further.***


At WEI, we're passionate about solving your technology problems and helping you drive your desired business outcomes. We believe in challenging the status quo and thinking differently. There are a lot of companies that can take today's technology and create a great IT solution for you. But we do more. We go further. And we have the customer, vendor and industry awards to prove it. WEI is a premier technology partner, who always puts our customers first while providing the most innovative solutions for over 25 years.

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