

computer:)care

ComputerCare: The Human Side of Hardware

Your Trusted Partner for
Enterprise IT Asset Management
& Authorized Device Repairs



IT ASSET MANAGEMENT

AUTHORIZED IT REPAIR

AUTHORIZED IT RESELLER

Core Services

IT Asset Management: Streamlined onboarding/offboarding, live inventory tracking, full lifecycle services

Authorized Device Repairs: Certified warranty and non-warranty repairs for Apple, Dell, HP, Lenovo, Microsoft, and more

On-Site IT Support: Proactive, customized services at your location

Authorized Reseller Services: Trusted procurement for leading devices and accessories from Apple, Dell, HP, Lenovo, Microsoft, and more

IT Deployment Services: End-to-end support for device setup, retrieval, and break-fix swaps

The ComputerCare Difference

Woman-Owned Business: Committed to inclusive, equitable partnerships

Proactive Communication: Shipping updates and tracking details—before you ask

Remote-Friendly Solutions: Tailored for today's distributed workforce

Relationship-Driven: 95%+ customer retention rate

User-Friendly Portal: Real-time inventory tracking, service requests, and reporting

Why ComputerCare Stands Above the Rest



THE IN-HOUSE ADVANTAGE

No Outsourcing: All repairs performed by our in-house certified technicians

Direct Accountability: Complete chain of custody within our secure facilities

Data Security: Adherence to your strict data standards



UNMATCHED SERVICE LEVELS

24-Hour Deployment SLA: Devices picked, provisioned, packaged, and shipped within one business day—fully configured and ready to go.

7-Day Repair Turnaround: For all diagnosed machines (subject to part availability)

Same-Day Delivery option: For work orders submitted before 1pm PST



CROSS-FUNCTIONAL VALUE

IT Department: Time savings with expert help, longer hardware lifecycle, centralized repair process

HR Department: Streamlined onboarding/offboarding, secure facilities for legal holds

Finance Department: Simplified contract-based budgeting, reduced CAPEX/OPEX, FedEx shipping discounts up to 40%



GLOBAL REACH, LOCAL EXPERTISE

Servicing the US, Canada, the EU, and Great Britain

Supporting innovative organizations like Meta, Uber, and other leading technology companies for 20+ years

