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Netwave Saves Norwich Township Fire Department BIG \$\$\$

Netwave recently helped to sponsor Norwich Township Fire Department's **2009 Fire Symposium**. For the past year and a half NTFD has hired Netwave to provide around the clock support for their server's, desktops/laptops, and to perform application support for ClaytonIDS. In addition to relying on Netwave's team of 7 full-time technicians & engineers to provide top-notch support, NTFD has realized significant cost savings because our contract is well below the cost to hire even one full-time IT employee.

I'm writing to share this story of our work with NTFD with you, because Netwave might be able to do the same for your department.

Our work with NTFD started when they called Netwave with significant support issues. At that time they had been relying on one part-time individual to provide their outsourced IT support for their 3 servers and 50 pc's & laptops shared by 80+ users. We began our discussion about their needs and shared with them that our team-based approach would allow us to offer quicker & better response to issues.

While it took some time to learn the in's & out's of ClaytonIDS (their key application), we are now proficient in providing support & updates for that application. And when the construction of their new **Joint Services & Safety Building** was completed in fall of 2008, NTFD leaned on Netwave to help them move in. Within a few short days we re-arranged servers, improved network security and got everyone syncing with ClaytonIDS, the internet and e-mail. A huge success!

Our services include procurement services (variety of brands) and support for a wide range of server, desktop/laptop, networking & security products.

Ask the guys in the department how reliable their computers are. If you are feeling the same pain that Norwich was...then let's talk, because Netwave can help.

SPECIAL OFFER: *Netwave is now offering 5 FREE site assessments. Act Now!*

Clayton K Burkle
Account Executive
Netwave Corporation

Outstanding customer service

"I strongly recommend Netwave for anyone considering outsourcing their IT support services."

Wayne Warner
Township Administrator
Norwich Township Fire Department



2009 Sponsor
Rise to the Occasion: Fire Symposium
Norwich Township Fire Department