



Service Comparison Checklist

	Onyx	Your Provider
Monthly Service Agreements Offered	✓	
Primary MCSE/Apple certified consultant personally visits your location for the majority of all services rendered	✓	
No separate monthly charge for per server maintenance and administration	✓	
No separate monthly charge per smart phone device	✓	
No charge for remote access monitoring	✓	
Client is charged only for actual detailed services performed on workstations – not monthly per/unit fees for unknown or unperformed services	✓	
Complimentary phone support for service agreement clientele	✓	
Average relationships of service agreement clientele exceeds 6 years	✓	
Apple and Microsoft platforms serviced	✓	
Nationally rated above 160th percentile in the Apple Service Excellence program every quarter (165% highest possible ranking)	✓	
Open Saturdays for depot and on-site services	✓	
Apple Warranty Authorized	✓	
Apple Authorized Service Provider Plus (service centers)	✓	
Microsoft Certified Systems Engineers (staff)	✓	
Apple Certified Technicians (staff)	✓	
Three Metro Atlanta Locations	✓	
OnyxSync internet-based backup service with unbeatable per terabyte pricing	✓	
Separate 501c3 foundation created and operated by staff to provide funding for organizations supporting women & children in crisis. (details and references available upon request)	✓	
Apple Authorized Dealers (equipment & warranty sales)	✓	