

PACKETEX, LLC

Delivering The Right Technology. At The Right Time. At The Right Cost.

HUBZone
CERTIFIED



CAGE: 71HD0 | UEID: UNGXSBHLN838

ABOUT PacketEx

We provide help desk services, desktop support, technical support services, network support, smart hands support, network design, and IT engineering services while improving processes and procedures to increase network efficiency and network reliability.

PAST PERFORMANCE

- Department of Veteran Affairs
- Metropolitan Atlanta Rapid Transit Authority (MARTA)

CORPORATE PERFORMANCE

- Carter-Lambert Divisions, Performance
- Anchor Consulting Engineers
- Quintech Solutions
- Alignment Chiropractic
- Pinnacle Financial Partners
- Citi
- Walmart

Ongoing Tasking

- Ordering hardware
- Hardware installation
- Phone support
- On-site Technical support
- Remote support
- System configuration

CORE CAPABILITIES

- Desktop/Help Desk Services
- Customer Technical Support Services
 - Tiers 1,2, and 3
- IT Engineering Services
- IT Architecture and Design Services
- Smart Hands Support
- Network Support
- Rack and Stack

COMPUTER HARDWARE/SOFTWARE

- Laptop
- Desktops
- Monitors
- Microsoft Office 365
- Servers
- Tablets
- Hearing Impaired Technology
- Visual Impaired Technology
- Computer Assistive Technology

DIFFERENTIATORS

- 20+ Years of Experience Supporting both Government & Commercial Clients
- Microsoft Authorized Reseller
- Dell Authorized Reseller
- Boundless Assistive Technology Authorized Reseller

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