

House IT Support (HITS)

Comprehensive technical support for all IT hardware and software in your offices – both in DC and in your District Office.

Covered Under HITS Plan:

- Desktop Repair
- Laptop Repair
- Computer Installations
- Printer Repair
- Printer Installations
- Smartphone Activation & Setup
- Home Support for Member's Official PC
- "How To" Support for Office Technology
- Dedicated Staff Assigned to Your Office
- All Technicians Microsoft and Apple Certified
- Needs Analysis and Equipment Procurement Planning
- 24/7 Critical Support
- IT Hardware & Software Inventory Management
- "Security First" Approach to All Support Activity
- Software Troubleshooting and Remediation
- Proactive System Performance Monitoring

Hardware Support

- Leidos technicians repair or replace all PCs, Printers and Servers that meet House minimum requirements.
- Leidos technicians perform all hardware maintenance in accordance with House security policies.
- Our team provides full-service consultation on IT hardware purchases from the buying decision through installation.
- Leidos is the only IT Maintenance provider to offer **FREE** hardware support to District Offices.

Software Support

Leidos technicians provide support for all deployed software to include:

- Ensuring automated updates including patches for security and functionality.
- Installation and support of customer and House approved applications.
- End-user profile management (file folder management, login issues, remote access support).
- Installation and maintenance of House anti-virus software.
- Virus infection remediation.
- Direct support or third-party coordination to resolve any software configuration problem.
- Leidos is the only IT Maintenance provider to offer **FREE** hardware support to District Offices.

What Makes Us Unique?

- **FREE** On-site District Office Support – no travel charges
- Online Equipment Inventory Management
- Hardware provider with **FREE** installation
- 24/7 Support

Contact us today to request a HITS contract or to learn more about we keep your office's IT assets performing at all times.

house.sales@lmco.com