

A close-up photograph of a person's hand, wearing a blue wristband, working on the internal components of a server rack. The hand is positioned over a large black cooling fan mounted on a green printed circuit board (PCB). The server rack is open, revealing various cables, connectors, and components. The background is a blurred green fabric. A teal square overlay is in the top right corner, containing the text 'MANAGED SERVICES' and the 'acer' logo.

MANAGED
SERVICES

acer

Integration and
Custom Configuration



Underpinned by more than 20 years of experience servicing some of Australia's largest government, education and corporate institutions, Acer Managed Services offer end-to-end, tailored solutions that meet your business needs.

Integration Centre

Acer manages and performs all asset services locally from its Integration Centre in suburban Homebush West in Sydney. As a leading technology vendor, Acer has the expertise and resources to respond flexibly to your asset requirements.

With all operations handled in-house, Acer is a trusted and safe partner for corporate, government and education customers looking for asset services, such as:

- Full System diagnostic and burn-in testing
- Testing and configuration for Acer Managed Services, and third-part, peripherals
- Standard operating environment, installation, and customisation
- Installtion of additional components
- Client asset labelling and asset number BIOS burn-in
Customised client asset management reports





Custom Configuration

For more complex requirements, our team of engineers are suited to manage and fulfil a wide range of pre-delivery configuration services under one roof, including:

- **Link and Service Hosting** – Acer can set up a link to join the devices to the domain, to record the configuration specific for the user.
- **Standard Operating Environment (SOE) imaging and testing** – Acer has implemented comprehensive quality assurance and security procedures to verify the SOE image provided is suited to be implemented.

Acer's Sydney-based Integration Centre has the capacity to implement project-specific build instructions on 1050 units per day, minimising time and resources.

We work alongside our customers every step of the way, providing our strong technical expertise to ensure security and compatibility to business requirements. Acer typically demonstrate proof-of-concept first with a pilot device configured for evaluation and sign-off, before proceeding.

To find out more about Acer's Integration and Custom Configuration program and wider Managed Services offering, email aca.pmd@acer.com or phone (02) 8762 3000.