

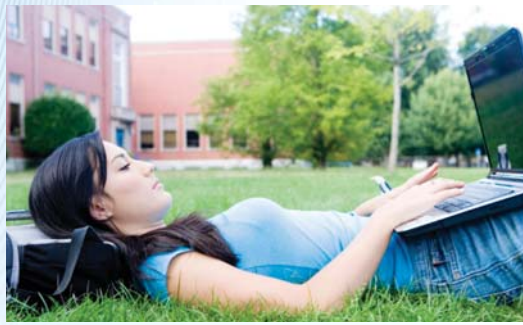
**We enthusiastically invite you to experience the DSR difference.**

We promise to deliver not only exceptional service but also very competitive pricing, knowing that in doing so you too will become one of our many satisfied customers.

Since 1986, DSR, an employee-owned company, has provided the technology community with a unique option when it comes to purchasing and servicing computer equipment. Unique in that we combine a large product line, a full range of accessories and upgrades, outstanding repair capabilities and a dedicated staff that knows what it takes to attract and retain a loyal customer. These qualities have produced repeat customers and numerous referrals, which have enabled our company to grow significantly over the years.

**DSR is:**

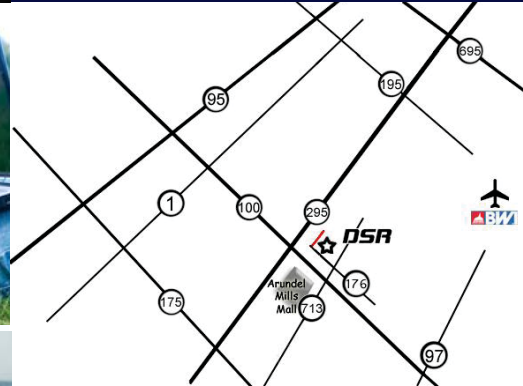
- Consistently ranked annually in the *Baltimore Business Journal's* List of Largest Computer Resellers in the Baltimore Area.
- Toshiba's highest level sales partner (Platinum Status)
- Recognized by Toshiba for over twenty years for outstanding Service and Support as one of only 25 Premier Service Centers in the US.
- 2008 HP Premier Authorized Support Partner (In Recognition of Outstanding Customer Satisfaction & Business Operational Performance)



**DIRECTIONS TO DSR**

DSR is conveniently located near Arundel Mills Mall in the Arundel Overlook Business Park in Hanover, MD. Heading North from Washington, DC or South from Baltimore, MD on Route I-95:

- Take Exit 43A - Route 100 East
- Take Exit 10B (Arundel Mills Blvd, North)
- Go to the second light and turn left on Dorsey Road
- Take the second right onto Mercantile Drive
- DSR is the second building on Right 921-P



**DSR'S HOURS OF OPERATIONS**

Monday - Friday .....8am-6pm

**MISSION STATEMENT**

*Combining our experience and strengths in computer hardware solutions, outstanding service and repair, and practical network design and installation to help our customers best exploit the newest technologies to boost their business performance.*

*We invite you to experience the DSR difference.*

- Computer Technology Sales
- Computer Technology Repairs/Service
- Network Design/Installation/Maintenance
- All Major Manufacturer Authorizations



**410-579-4508 or 800-875-0037**

[www.dsr-inc.com](http://www.dsr-inc.com)

921-P Mercantile Drive, Hanover, MD 21076

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921-P Mercantile Drive  
Hanover, MD 21076

## Computer Sales



## Computer Services



## Network Services



## Education Market



**DSR prides itself on being a trusted technology advisor to our customers.**

Our strong direct relationships with the manufacturers coupled with our vast sales expertise in this market enable us to pinpoint the very best deals currently available for computer and networking equipment that match our customer requirements.

Here is a partial list of manufacturers we are partnered with and authorized for sales and service. (Our product line card includes thousands of items):



For computer sales, please contact  
[dsr@dsr-inc.com](mailto:dsr@dsr-inc.com).

**Our computer repair specialists get the job done right the first time and can provide fast solutions to your service needs.**

Our technicians are all A+ certified and retain specialized repair certifications from all the major computer manufacturers. Our network engineers are Microsoft (MCSE) and Cisco certified (Cisco Select Certification) and specialize in small business network issues.

### **Computer Hardware Repair/Services**

- Warranty & Out-of-Warranty repair services
- Repair work is generally completed within two business days. Machines are diagnosed within four hours and parts pulled from stock or ordered if necessary.
- "While you wait service" is generally available for an additional fee.

### **Software Repair/Services** (include but not limited to):

- Anti-virus installation and full scan
- System Tune-up (removal of hidden start-up items and malicious services such as Adware)
- Data Recovery / Back-up Services

For computer services, please contact  
[service@dsr-inc.com](mailto:service@dsr-inc.com).

**DSR's "Network Services Division" can provide professional technical support for your small to medium sized business.**

Support is available on a per-incident basis or DSR Engineers can evaluate your business and tailor an on-going maintenance program to include:

- Enterprise networking
- Remote and phone support
- Technical support for a variety of related computer networking applications.
- Equipment Upgrades
- Backup Solutions
- Project management of corporate "roll-outs"
- Cabling and infrastructure services
- Network security vulnerability assessment and monitoring
- IT project staffing

Whatever the situation, let DSR "Network Services" be your ONE SOURCE for all your small business technology needs.

For network services, please contact  
[dsr@dsr-inc.com](mailto:dsr@dsr-inc.com).

**DSR is a full service technology provider to the Education Market with offerings that include:**

- Expert advice on all major computer manufacturer offerings
- Free use of computer demo units for testing within your environment
- Trade-in Value provided for your old equipment
- Multiple leasing quotes with multiple leasing options
- We service what we sell. Full warranty repair authorizations with most computer manufacturers
- Network infrastructure consulting services (Network Design/Installation/Maintenance)
- Special Bid Pricing that we negotiate direct with the manufacturer...ensuring you the best available pricing
- Imaging Services (We can put your schools master image on the computers you order)
- A technology product line card unmatched by our competitors

For education market, please contact  
[dsr@dsr-inc.com](mailto:dsr@dsr-inc.com).