



Registered Name: ByteSpeed LLC
Year Established: 1999
State: Minnesota
Classification: LLC Partnership
DUNS: 123083052

UEI: F4CFV7WZW5W1
Federal Tax ID: 45-0456218
CAGE Code: 5SZX3
E-Rate SPIN: 143022706
E-Verify ID: 319977



BYTESPEED LLC

CAPABILITY STATEMENT

ByteSpeed has been a leading IT solutions resource since 1999.

We provide customized computer hardware, enterprise networking solutions, and professional IT services nationwide.

Headquarters: 3131 24th Ave S., Moorhead, MN 56560

www.bytespeed.com

ByteSpeed offers many value-adds, including free shipping, custom imaging, free lifetime tech support, risk-free evals, free custom bulk packaging, on-site parts closets, and no bloatware. Our experienced, in-house technicians act as an extension of your organization's tech support team, saving you time and money. Organizations of all sizes enjoy working with us because we understand their needs and are flexible to meet them. We are a technology partner you can count on whether you need one system or thousands.

What Sets ByteSpeed Apart

- Our Team & Industry Partners
- Big Enough to Serve You, Small Enough to Care
- Risk-Free Technology Evaluation
- Industry Leading Warranties
- Free Shipping Policy

NAICS Codes

- 334111** - Electronic Computer Manufacturing
- 334112** - Computer Storage Device Manufacturing
- 334118** - Computer Terminal/Peripheral Equipment Manuf.
- 335999** - Miscellaneous Electrical Equipment & Component Manuf.
- 423430** - Computer/Peripheral Equip. & Software Merchant Wholesalers
- 541519** - Other Computer Related Services

Partners

- ✓ Intel Titanium Partner
- ✓ Microsoft Direct Partner
- ✓ ASUS
- ✓ Lenovo
- ✓ Samsung
- ✓ Kingston
- ✓ Logitech
- ✓ Ruckus
- ✓ Juniper
- ✓ Cradlepoint
- ✓ Verkada
- ✓ Soter Technologies
- ✓ Inwin
- ✓ AMD
- ✓ AsRock
- ✓ Optoma
- ✓ Promethean

Contract Vehicles

- ✓ NASA Solutions for Enterprise-Wide Procurement (SEWP) V
- ✓ BuyBoard National Purchasing Cooperative
- ✓ TIPS Cooperative Purchasing System
- ✓ PEPPM Technology Purchasing Cooperative
- ✓ State of Georgia End-User Computing Contract
- ✓ NASPO ValuePoint Data Communications Products & Services
- ✓ Mississippi EPL Contract IT Hardware
- ✓ Goodbuy Computer Hardware/Peripherals/ Networking Equip.
- ✓ Region 6 Educational Purchasing Interlocal Cooperative

Top Government Customers

United States Naval Academy | United Service Organization (USO)
State of Georgia | State of New Mexico
Minnesota Army National Guard | City of Rapid City
ND Bureau of Criminal Investigations

Computers

ByteSpeed offers a large variety of desktops, laptops, and workstations ranging from everyday tasks to extreme builds for the most complex programs. ByteSpeed desktops are backed by a 5-year warranty and free lifetime tech support.

Laptops | Desktops
NUC Mini PCs | Workstations

Esports & Virtual Reality

Gravity Gaming by ByteSpeed was founded on the principles of long-term partnership and support. We pride ourselves on not just being a hardware provider for esports, but a company who is truly invested in the future of esports.

Gaming Desktops | Esports Mobile Gaming Kits
Gravity Game Cache | Virtual Reality Headsets
Flight Simulation Solutions | Drones & Accessories

Networking & Security

ByteSpeed strategically aligns with networking and security solutions providers who share our core values and enable us to provide the best custom solutions for organizations across the nation.

Ruckus Network Solutions | Juniper Network Solutions
Cradlepoint Wireless Network Solutions
Servers and Battery Backups | Caching and Storage
Security, Access Controls, and Sensors

BYTESPEED WARRANTY

We stand behind all of our products... guaranteed!

ByteSpeed is committed to honoring and maintaining our warranty. Our account managers and support team work closely with you to quickly resolve any warranty issues.



Please report any issues to ensure all ByteSpeed products are working properly.

Contact Our Support Team:

Our support team is available

Monday - Friday, 8am-5pm CST

Email: helpdesk@bytespeed.com

Toll Free: 888.658.0715

Local: 218.227.0445

Website: www.bytespeed.com/support

Live Chat on www.bytespeed.com

Reporting a Problem

- ▶ Contact ByteSpeed via phone, email, live chat, website form, or online ticket system (Vector Support Portal).
- ▶ Please use the ByteSpeed Serial number on the back of the machine to track replacements, parts, or warranty issues (EX: 20XX-XX-XXXX).
- ▶ Any problems occurring in the first 30 days of use can be reported as DOA. ByteSpeed will immediately fix or replace all DOA machines.
- ▶ Technicians can use ByteSpeed's online customer support system to submit repair issues, track repair issues, manage their inventory, look up PC configurations, and more. To request a support portal login, contact: helpdesk@bytespeed.com

5-year Warranty

Desktops, NUCs, Workstations, Servers

3yr / 2yr / 1yr Warranty

ByteSpeed & partner laptop warranties vary by model and manufacturer. Monitors have a 3-year warranty

"ByteSpeed has been our supplier for workstations and servers since 1999. We have had excellent results from their products. Their 5-year desktop and server warranty and top notch tech support places them far above their competition!"

**- Richard Morgan, Tech. Director,
Lee County School System, Leesburg, GA**

What IS Covered Under Warranty?

- ▶ Defects in materials and workmanship
- ▶ Standard manufacturer's warranty applies to non-ByteSpeed branded hardware (EX: Lenovo or ASUS laptops, Ruckus APs, Juniper switches, Cradlepoint routers, Spectrum laptop carts, etc.)
- ▶ Normal hardware failure

What is NOT Covered Under Warranty?

- ▶ Vandalism and intentional damage
- ▶ Theft or loss
- ▶ Improper use that is not in accordance with proper care (spills, drops, etc.).
- ▶ Acts of nature
- ▶ Accidental damage

Shipping Warranty Parts

- ▶ ByteSpeed guarantees all warranty issues are handled in a timely manner. Most warranty parts will ship the same day. Accelerated shipping is also an available option when needed for crucial situations.
- ▶ For ByteSpeed branded hardware, all warranty parts will ship with pre-paid return labels for the bad part to return to Bytespeed.
- ▶ For NON-ByteSpeed hardware (EX: Lenovo Chromebooks), warranty shipping coverage depends on the manufacturer.
- ▶ ByteSpeed offers a custom parts closet option with quantity orders. The parts closet is an extension of ByteSpeed's inventory, and is only to be used for maintaining and repairing ByteSpeed computers. As parts are used from the parts closet, customers need to follow the standard RMA process to replenish new parts for their parts closet. This helps eliminate down time and makes warranty requests easier for both ByteSpeed and our customers.