

maintenance and support



Although you plan for the best, no system stands immune from technical problems. Even systems designed by experts, used by experts, and comprised of the latest technology will eventually encounter problems.

Marchand Technologies takes pride in building systems that are rock solid and function properly and compliantly for as long as the software and hardware will allow. We keep meticulous records on every system we build and perform timely, seamless upgrades when available, which helps you avoid errors and incompatibility frustrations.

Before we start a project, we go through a process of discovery with you to understand your needs and goals. We then create an individualized profile of your technology strengths and weaknesses and use this as a blueprint to strategically build your computer, communication, home entertainment, or surveillance system. We also use your profile to provide you with individualized technical support. Occasionally, despite the preparation and precautions we take with your system, problems can still occur. That's why we have assistance readily available, designing each system in tandem with equipment service programs.

Our technicians are trained to familiarize themselves with state-of-the-art equipment long before it becomes mainstream, and thus stand well versed to anticipate potential issues. We also maintain a network of highly skilled professionals who can assist you with any difficulties.

You can be confident that the Marchand Technologies team will educate and support you at each step of the process, from concept to full service installation, designing service plans to performing follow-up maintenance and support.



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