



Hardware Maintenance

TechFORCE

Respond, Resolve, It's Guaranteed...

TechFORCE provides comprehensive, flexible service and support solutions for all of your hardware maintenance needs. We have developed a variety of service offerings tailored to varying customer requirements. These service solutions range from labor only, to full onsite hardware maintenance, which includes parts replacement and onsite labor. Depot and Pre-ship Exchange services are also available.

Annual Hardware Agreement

- Help Desk Assistance
- 1-Hour Telephone Response Time
- 8 a.m. to 5 p.m., Monday thru Friday, Site's Local Time, excluding holidays
- Next-Day On-site Parts Replacement
- Same-Day On-site Repair Options
- 24/7 Coverage Options

Pre-ship Exchange

- Configure Replacement Part/Unit
- Overnight Shipping of Part/Unit
- Retrieval of Defective Part/Unit
- Repair & Restock Part/Unit

Onsite Service—Labor Only

- 8 a.m. to 5 p.m., Monday thru Friday, Site's Local Time, excluding holidays
- Same Day and Next Day Service
- 24/7 Coverage Options

Depot Repair

- 3-Day Repair Time on most CPU's and Peripherals
- Repaired product is returned using your preferred carrier

Help Desk

- 8 a.m. to 5 p.m., Monday thru Friday, Site's Local Time, excluding holidays
- Certified, Trained & Experienced Technicians (A+, Cisco[®], SCO Unix[®], Linux[®], MCSE[®])
- 24/7 Coverage Options

On-line Call Tracking & Reporting

TechFORCE offers our customers access to TechNET, a unique on-line web-based service call program, which gives you 24/7 access to your account. Utilizing TechNET, you can log new service calls, check the status of open calls, add comments into open calls, and review your service history. Some additional features include detailed performance tracking and reporting.

Maximize Your Total IT Investment

Technology is a significant investment and it pays to protect your IT systems from costly downtime. TechFORCE provides fast resolutions, high uptime, and increased productivity at a low cost. With over 24,000 service technicians available nationwide, we have the knowledge and valuable resources to provide you with unsurpassed hardware maintenance services.

Tech Force
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Norcross, Georgia 30071
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866.TF2.SALE
Fax: 678.597.3503
www.techforce.net
salesinfo@techforce.net

Service Levels



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TechFORCE provides several different levels of hardware maintenance services, including parts and labor. Pricing and available service options are based upon products, onsite response time and coverage periods required.

24/7, Same Day

Help Desk Technicians are provided around the clock, everyday, including TechFORCE holidays. When onsite service is needed, a Service Technician is scheduled to arrive onsite within four (4) hours of the service request.

8/5, 4 Hour Response

The Service Technician is scheduled to arrive onsite within four (4) hours, after the remote problem determination is completed. Service is provided Monday thru Friday, 8 a.m. to 5 p.m., the site's local time, excluding TechFORCE holidays. The Service Technician will arrive the following business day before 12 p.m. for service calls placed after 3 p.m. with onsite service requirements.

8/5, Next Business Day

The Service Technician is scheduled to arrive onsite the next business day after we receive the service call. A business day is Monday thru Friday, 8 a.m. to 5 p.m., the site's local time, excluding TechFORCE holidays.

Depot Repair

Your chosen carrier picks up the product and delivers it to our depot repair service center. Typically, there is a 3-day turnaround on repairs. The product is then returned to you by the carrier of your choice.

Pre-ship Exchange

The Service Technician configures the replacement part. The part is then shipped overnight to the site. A Pre-paid Authorized Return Label is packaged with the replacement part for return shipment of the part to TechFORCE. TechFORCE will then repair and restock the part.

Concentrate On Your Core Competency

TechFORCE is your single point of contact for an outstanding end-to-end service experience. We see hardware maintenance support as an integral part of any business that relies on Information Technology. Maintenance with TechFORCE ensures the continuous productivity of your organization. Contact your TechFORCE sales representative today to determine which service offering is the best suited to meet the unique needs of your organization.



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