

Respond, Resolve, It's Guaranteed...

Reseller Program

Providing a Competitive Advantage Through
The Delivery of High Performance Technology Support Services



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TechFORCE - Your premier service partner

As a TechFORCE partner, you have access to a comprehensive set of benefits that will increase as you grow your business. Together with our hardware and services expertise, we provide a seamless infrastructure to help increase efficiency, productivity and management of your dynamic IT environment, while achieving a return on your IT investment.



TechFORCE has a unique position in the IT services industry. Our core competencies in help desk, on-site support, integration and logistics services enable us to create customized solutions that solve your toughest business challenges. With these services combined, you have a solution that not only meets but exceeds your business needs and demands. Our service professional's can help you plan, develop and implement a service solution, to ensure your customers get the most out of their investment, putting you a step ahead of the competition.

You can count on TechFORCE's effective, profitable solutions to get you immediate results. Whether you need an individual service or complete end-to-end service solution, TechFORCE will match your requirements. Our service professionals are your partner and are there for you onsite, online, on the telephone, nationwide, around the clock.

Nationwide Support Availability

Whether you do business locally or nationally, TechFORCE has the level of service that you need—when and where you need it, and for as long as you require it. With thousands of nationwide service locations, TechFORCE has the service expertise for even the most demanding environments. We currently provide services to thousands of customer sites and our associates are well-versed in the latest products and technologies. Choose from our Platinum, Gold and Silver Support Programs. These flexible service programs mirror the manufacturer's service levels at far more competitive prices.



TechFORCE Knows the Challenges You Face

At TechFORCE, we understand your business model and the impact that customer satisfaction places on your bottom line. The TechFORCE team adds an invaluable dimension to your business—Superior service and support! With TechFORCE, you gain a partner who understands the benefits and risks involved in your business. TechFORCE knows the challenges you face and together we can overcome them.

TechFORCE Solutions Help Achieve Your Goals

TechFORCE's professional services consultants will help you assess your business needs. Then we will help you plan and design a solution that fits those needs efficiently and affordably. TechFORCE will custom-tailor a solution for you and develop a profitable solution that fits your business requirements. In an extreme time-sensitive world, downtime can pose a huge problem causing thousands of dollars in lost revenue. TechFORCE keeps your systems running with state-of-the-art technology and fast, expert, around-the-clock service. You have a wide choice of options, including online service call access, onsite support, plus our Help Desk Support Center with 24/7 access to our highly trained support specialists.

Added Value to Your Technology Investment

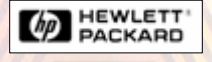
TechFORCE's Technology Support Services puts you in touch with the pulse of your business, providing excellent customer service. Partnering with TechFORCE assures your customers get the highest value for their technology investment. Let TechFORCE show you how to plan, develop, and a support solution that gets results and solves your toughest business challenges. Together with our hardware and services expertise, we provide a seamless infrastructure to help increase efficiency, productivity and management of your dynamic IT environment, while achieving return on your IT investment.

Regardless of how unique your environment may be, you decide which services you need and how often you need them and we will tailor a program to meet your specific requirements. We support end-of-life, as well as current hardware from leading manufacturers such as Sun[®], HP[®], IBM[®], and more. Let TechFORCE keep your business and your IT infrastructure going strong.



Choose From Our Flexible Services

Service when you need it, the way you need it... that's the TechFORCE promise. With TechFORCE services, you choose the service – and the level of service – that is right for you.



Support

Keep your systems running with TechFORCE's state-of-the art technology and expert around-the-clock support services.

On-site Service

Initiate service online via TechNET, our web based service call program, by fax, email or with a phone call to TechFORCE's Help Desk Support Department and our expert technicians will offer quick problem determinations and resolutions. If a problem cannot be solved remotely, a replacement part will be shipped overnight and we will dispatch one of our 24,000 highly qualified field engineers to the site. TechFORCE then tracks and manages the repair process until the problem is resolved and your equipment is back to full operation. Service is available twenty four hours a day, seven days a week. You define the coverage and response times that are most appropriate for your business needs.



Help Desk Support

Reliable, qualified IT support is not optional in today's technology-driven operations. Technology has made employees more effective but has also made the support of those employees much more challenging. User environments are becoming more complex each day combining, in many cases, multiple technologies. This complexity makes IT support a major factor in the productivity and profitability of your business. The challenge is finding an affordable way to support multiple levels of users using multiple types of computing equipment. TechFORCE can offer you the Help Desk Support Services you need to ensure rapid response and accurate resolutions.

Whether you are supplementing an existing in-house support team or considering a completely outsourced solution, TechFORCE provides a cost-effective way to offer you the highest caliber technical expertise and assistance with a host of support offerings.

Environments that we support include: Mid-Range and High-End Servers, Desktop Hardware, Printers, Monitors, Terminals, and many other peripherals and technology equipment. TechFORCE also provides operating system support for Microsoft[®] NT[®], SCO[®] UNIX[®], Linux[®], AIX[®], Sun Solaris[®], and HP UX[®].

Warranty Service

Enhance your profitability through reduced costs and increased customer service with our menu of value added warranty services. With over 24,000 nationwide available field engineers, TechFORCE has the knowledge and valuable resources to provide you with unsurpassed warranty services. Protect your products today with the precise level of support you need, from basic to business-critical.

Depot Service Center

TechFORCE specializes in repairs of components, as well as, computers. Depot repair services are available for most types of office equipment including; Terminals, Monitors, Printers, Workstations, PC's, and Keyboards. When up-time is essential, TechFORCE's Depot Repair Services can assist in saving time and improving productivity. Our A+ Certified Technicians are well trained in computer hardware and printer repair and offer quality workmanship at competitive prices. Coupled with many years of experience and our relationships with major manufacturers, we provide top quality hardware repair services.



TechNET- Vision Technology

TechFORCE offers our clients 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 with ease. Some additional features include detailed performance tracking and multiple reporting capabilities.

Minimize risks, Maximize Flexibility and Optimize Your IT Investment: Together with our partnering strategy and extensive resources we deliver technology solutions designed specifically to meet your needs, making TechFORCE a new kind of IT business partner. We integrate technology with your business to help you solve your most demanding problems. TechFORCE's proven technical processes are built to help you minimize risk, maximize flexibility and optimize the use of your capital. Our core competencies, partnerships, and value-added services integrate hardware, software and services into custom profitable solutions. We're driven to be your IT partner, helping you meet your desired ROI, focusing on the right solutions specifically tailored to meet the needs of your business.

Whether you are a Consultant, Education Provider, Internet Service Provider, Application Service Provider, Network Integrator, Reseller, Solution Developer or System Integrator, you will find value in the Reseller Program including:

Profitable business relationship through the combination of TechFORCE's unmatched service offerings.

Comprehensive marketing support including literature development, public relations and trade shows

Access to training that helps your team enhance technical knowledge and sharpen sales skills

Enhanced service and support so you can better serve your customers and increase their loyalty

Sales opportunity to existing customers – Because our Technology Support Services optimize existing IT infrastructures; they create an ideal selling opportunity for you within your existing customer base, and with new prospects. The customers that you've sold to in the past are perfect candidates for one of Reseller Program's value added services.

Credibility – TechFORCE is a recognized leader of Technology Service Solutions. With thousands of customer sites utilizing our services nationwide, your customers can feel confident in purchasing a product from you backed by guaranteed support and service.

Our services provide money-saving, effective solutions. We have invested in the latest tools and applications to enable us to provide support better, faster, and more accurately than any other service provider.



When you choose Support Services from TechFORCE, you can rely on:

- A support team with the experience and organizational infrastructure to provide you with the best suited plan for your business
- Consistent delivery of high quality services aimed at providing you with maximum uptime

In addition, TechFORCE Support Services bring significant operational benefits:

- All repairs are completed with quality replacement parts and are restored to meet original factory specifications
- A TechFORCE Support agreement assures a defined response time at a known cost

From 24/7 Help Desk Support, to Nationwide On-Site Service, Depot Repair, and complete Integration Services, TechFORCE's offer you the affordable solutions you need to meet your business objectives. Contact us toll-free today at (866) TF2-SALE or (866) 834-7878 for more information.



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1880-F Beaver Ridge Circle, Norcross, Georgia 30071
Tel: (866) TF2-SALE or (866) 832-7253 Fax: (678) 597-3503
Email: salesinfo@techforce.net Web: www.techforce.net

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