

TechniServe

Hardware Maintenance Services

A single hardware problem can impact your business when you least expect it. If your staff can't fix it, you could lose revenue – quickly. That's why you need **TechniServe**, a program that provides **fast, on-site, hardware maintenance and repair**. With **TechniServe**, you can strengthen your dedicated support team, or rely on the program as a dependable hardware maintenance and repair alternative.

With the shortage of qualified support personnel, rising training requirements/costs to sustain expertise, and the need to support today's computer user, **TechniServe** is a valuable and viable alternative. Use **TechniServe** to increase your employee's productivity without incurring additional infrastructure expenses.



TechniServe Works For You

◆ **Warranty Upgrades** – Covers Compaq, Hewlett-Packard, IBM, ALR, AST and NEC desktops and servers. This service enables you to easily enhance basic manufacturer warranty within 90 days of the purchase. As a result, you can enhance your warranty coverage by extending the warranty length and improving on-site service response time.

◆ **Printer Warranties** – Covers black-and-white and color, inkjet and laser printers from Epson, Canon, Hewlett-Packard, Lexmark, and Okidata printers. This service provides on-site, printer repair warranties on new or existing printers.

◆ **Laptop Depot Repair** -- Covers Compaq, Hewlett-Packard, IBM, NEC, and Toshiba. This service option provides you 48-hour, door-to-door, depot repair for your laptop computers. Service includes: pickup, shipping preparation, repair and return delivery of your laptop back to a designated location...all within 48 hours!

◆ **Installation Services** – Covers all major desktop and server brands. This service option involves physically unpacking, setting up, attaching basic components, and bringing the system to an OS prompt. Designed to supplement your current work force, this service enables you to effectively coordinate a remote installation outside your company technician's main area of coverage. IMAC's (Installs, Moves, Additions, Changes) are also available under this service.

◆ **Custom Bids** – If you are in need of an annual hardware maintenance contract that is not listed in these descriptions, contact your authorized TechniServe reseller for a customized quote.

For More Information, Contact Your Authorized TechniServe Reseller.