

# TechCONNECT

## Keeping You Informed

You are receiving this newsletter because you are a valued friend of TechFORCE. Our newsletter will keep you updated on any new features and developments within TechFORCE.

We welcome your suggestions to make this newsletter the best information tool possible. Feel free to contact us at [sales@techforce.net](mailto:sales@techforce.net) with your comments and ideas.

## ***TechFORCE Provides Each Client with a Dedicated Technical Account Manager (TAM)***

**TechFORCE provides their customers with a dedicated account team and an assigned Technical Account Manager (TAM) to enhance the support relationship and provide the customer with a single point of contact.**

### **What does the TAM do?**

TAM's are focused on serving customers' needs on anything that relates to supporting their IT environment currently under a support agreement with TechFORCE. Each TAM has a small pool of accounts to manage. However, some accounts will have a dedicated fulltime TAM or even an onsite TAM for those customers that require such a service.

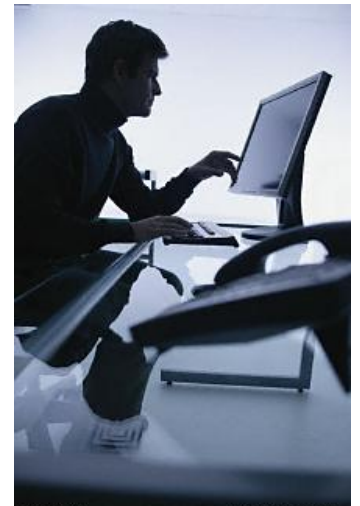
The TAM, in conjunction with the Customer Care Department, acts as an internal advocate to make sure that the appropriate resources are engaged to resolve any support issues. The TAM facilitates the delivery of all support services including replacement parts and works directly over the phone and with the onsite field engineer to make sure that all of the customers support requirements are being met. Our TAM's also share relevant technical information with your staff based on an in-depth understanding of your business and IT infrastructure.

### **What is a Backup TAM?**

A Backup TAM is available in the event that the assigned TAM is unavailable for a short period of time due to sickness, vacation, etc. A Backup TAM is kept abreast and up to speed on the customer's environment and status so that if the assigned TAM is unavailable, the Backup TAM can assist the customer without interruption. In the event that the assigned TAM is unavailable for an extended period of time, a replacement TAM will be assigned.

### **How does a TAM provide proactive customer management?**

The TAM works in partnership with the customer to manage any open incidents, and strives to address any issues proactively before they can affect the customer's systems. The TAM strives to keep the customer abreast of upcoming product developments that relate to the customer's specific needs, and suggests updates and upgrades when appropriate.



## *On-site Inventory Services on Mission Critical Parts*

Businesses today with mission-critical IT environments must have minimal downtime. Therefore, when a system goes down, they need speedy repair capabilities. A critical factor in determining the length of system downtime can often be the amount of time it



takes to find and receive the correct replacement parts.

TechFORCE provides overnight parts replacement services with their standard maintenance programs. However, in addition to shipping replacement parts overnight, they also offer on-site inventory services on mission critical parts. This simple, but important step could save your business thousands of dollars in downtime. With TechFORCE on-site parts inventory services; critical parts are stored at your location and therefore immediately available when needed. To coincide with TechFORCE's on-site inventory services, they also offer an uplift to their standard maintenance programs which includes expedited 4-hour on-site repair services.

### **Features**

- Available to all TechFORCE customers
- An uniquely tailored parts kit specific to your requirements
- Mission-critical system component parts made available on-site
- The right parts at the right time: no waiting time
- Improves availability by enabling faster time-to-repair

**If you're interested in these valuable service offerings, please contact your TechFORCE Sales Representative toll-free at 866-832-7253 or 866-TF2-SALE.**

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## *Keyboard Shortcut Tip: 'Ctrl+Enter'*



You can use this shortcut in Internet Explorer and Netscape to automatically add “**www**” to the beginning and “**.com**” at the end of a typed web address. For example, if you type the single word “**google**” in the address bar of your browser, you can then hold down the **Ctrl** key and hit **Enter** to make it “**www.google.com**”.

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