

TechCONNECT

Performance Metrics Makes the Difference

At Tech Force, service and support are at the core of the value we deliver to our customers. Tech Force holds up service and support as the most important reason to do business with us.



The technology industry today can be thought of as largely a commodity market. With the standardization of Intel processors and the Windows operating system, the hardware technology of the top PC vendors in the industry is virtually identical. What is not identical, however, is each company's commitment to service and support and its ability to deliver a superior experience to customers.

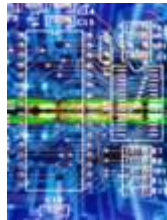
Tech Force measures its performance differently. We concentrate on metrics that evaluate our success in meeting your requirements for service and support. Tech Force's position is that service and support is the new differentiator, and that no one can match our service and support metrics. Each of our customers is guaranteed a one hour call back response from one of our qualified technical engineers. However, after reviewing our service metrics reports to date, our average call back response was 35 minutes, which exceeds our performance guarantee by almost 30 minutes.

Keeping You Informed

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

We welcome your suggestions to make this newsletter the best information tool possible. Feel free to contact us at salesinfo@techforce.net with your comments and ideas.

Expanding our Hardware Repair Capabilities



Due to the requirements of our new business ventures, we are presently repairing and shipping over hundreds of items per week. Tech Force performs in-house Depot Repair services on Monitors, Terminals, Scanners, Tape Drives, Hard Drives, UPS units, Printers, Concentrators, Multiplexors, Modems, Print Servers, Routers and a host of Communications Boards.

FOCUSED on Partnerships

Tech Force has a unique position in the IT services industry. Our core competencies in help desk, onsite support, integration, and logistics services enable us to create customized solutions that solve our customer's toughest business challenges. With Tech Force, you gain a partner who understands the benefits and risks involved in your business. Together with our partnering strategy and extensive resources, we deliver technology solutions designed specifically to meet the unique needs of each customer, making Tech Force a new kind of IT business partner.

Tech Force
1880 Beaver Ridge Circle
Norcross, GA 30071

Sales: 678-597-3500
Fax: 678-597-3503
Email: salesinfo@techforce.net
Web: www.techforce.net

