



# Kiosk Support Services

# TechFORCE

*Respond, Resolve, It's Guaranteed...*

TechFORCE provides comprehensive, flexible service and support solutions for all of your kiosk servicing needs. These aggressively priced services provide on-site service for kiosk systems across multiple locations throughout the United States, Canada, Mexico and Puerto Rico. Worldwide services are also available.

TechFORCE Kiosk Support Services are designed to provide your business with the critical support required to insure maximum availability of your kiosk systems, through quick and efficient service delivery. Services include site preparation, installation of new systems, on-site system component replacement, help desk support, and preventive maintenance. 24X7 extended hours of support are also available.

TechFORCE has a full range of service solutions designed specifically for the kiosk industry including:

## **Site Survey Services**

A site survey will determine your sites accessibility, condition, and identify any potential problems that could occur during the installation process and suggest corrective measures, prior to the installation. TechFORCE can work with you to plan and design your kiosk facilities, run cabling, and complete minor construction including modification to walls, and floors in preparation for the installation.

## **Kiosk Rollout Coordination and Installation Services**

Coordinating and performing nationwide kiosk installations can be a difficult task. By outsourcing these services to TechFORCE, your business can remain focused on it's core competency. We can coordinate site preparation, kiosk delivery, installation, and maintenance at times that are convenient for the location. TechFORCE has over 24,000 available Field Engineers in the United States, Canada, and Puerto Rico, as well as a fully staffed, certified and trained help desk that is unmatched in the industry.

Installation services include cabling, minor construction modifications to walls and floors for proper mounting, setup and testing of the equipment. The kiosk is unpacked, and inspected for visible transit damage and connected to power and network cables. System diagnostics are performed, the kiosk is configured for the location and the kiosk application software is tested to ensure operability. Finally, the TechFORCE Field Engineer removes the packing material and confirms completion of the installation with one of our assigned Technical Account Managers to ensure complete customers satisfaction.

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# Additional Kiosk Services

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## **Kiosk Help Desk Support**

TechFORCE offers the kiosk industry a comprehensive range of Help Desk Support Services tailored to meet their specific needs. Our record of professional and reliable service speaks volumes about our commitment and loyalty to our clients. With TechFORCE's Help Desk Support, your customers will greatly benefit from our high quality diagnosis and quick response times.

### TechFORCE's Help Desk Support Services include:

- 24X7 availability
- 1-hour response times
- Toll-free number
- Accurate problem determination
- Multi-vendor hardware support
- Software support for selected operating systems
- Electronic initiation of service requests through TechNET
- On-line service request tracking through TechNET



## **Kiosk On-Site Maintenance**

Technology is a significant investment and it pays to protect your IT equipment from costly downtime. TechFORCE provides fast resolutions, high uptime, and increased productivity at a low cost. We have developed a variety of on-site service offerings tailored to varying customer requirements. These service solutions range from labor only, to full on-site hardware maintenance, which includes parts replacement and on-site labor.

### TechFORCE's On-site Maintenance Services include:

- 24X7 availability
- 4-hour on-site response
- Next day parts
- Assigned Technical Account Managers
- Over 24,000 available on-site Field Engineers
- Immediate access to spare parts inventory
- Preventative maintenance programs

**Ask your sales representative how TechFORCE can customize response times, coverage hours, and other factors to meet your customer service requirements.**



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