



Enterprise Wide Support

TechFORCE

Respond, Resolve, It's Guaranteed...

Keep your systems & peripherals running with TechFORCE's state-of-the art technology services and expert round-the-clock support for client-server environments from Mid-Range Systems to High-End Servers, Workstations and Peripherals. TechFORCE provides multi-level Support Programs to satisfy the unique needs of our customers across a broad range of computing environments.

Today's computer environments are complicated, with hardware built by thousands of manufacturers and operating systems created by numerous developers. Yet, in this rapidly changing and complex world, everyone expects IT hardware to function flawlessly. TechFORCE recognizes how critical computer systems are to your business. For this, we provide several Support Program options tailored to fit your specific needs. These programs provide you with the most thorough and efficient support services available today. Our goal is to help save you time and money. Combine your multi-hardware platforms into one, easily manageable support program and extend the value of your technology investment today!

Support Programs Features Include:

- Nationwide Onsite Support for Mid-Range Systems including IBM®, SUN® & HP®
- High-End Servers, Workstations/Personal Computers, Peripherals including Printers, Tape Drives, Monitors, Terminals, Modems, Routers, and Hubs
- Access to Over 24,000 Field Engineers Nationwide
- 24/7 Help Desk & 4-hour Onsite Response
- Remote Stocking of Critical Parts
- Dedicated Technical Support Account Managers
- On-line Detailed Call Reporting

TechFORCE Tiered Support Programs

PLATINUM PLUS - 24/7 Extended Help Desk, 4-Hour Onsite

- 24/7 Help Desk, 1-hour Telephone Response
- 24/7 4-hour Onsite Services
- Onsite Equipment/Part(s) Replacement
- Detailed Site Activity Reports

PLATINUM - 24/7 Extended Help Desk, Next Day Onsite

- 24/7 Help Desk, 1-hour Telephone Response
- Next Day Onsite Services (8am – 5pm, Local Site Time)
- Onsite Equipment/Part(s) Replacement
- Detailed Site Activity Reports

GOLD PLUS - Standard Help Desk, 4-Hour Onsite

- Help Desk, 1-hour Telephone Response
- 4-hour Onsite Services
- Monday-Friday, 8am – 5pm, Local Site Time (excluding holidays)
- Onsite Equipment/Part(s) Replacement
- Detailed Site Activity Reports

GOLD - Standard Help Desk, Next Business Day Onsite

- Help Desk, 1-hour Telephone Response
- Next Business Day Onsite Services
- Monday-Friday, 8am – 5pm, Local Site Time (excluding holidays)
- Onsite Equipment/Part(s) Replacement
- Detailed Site Activity Reports

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Additional Support Options



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Consulting Services

Utilize our team of experienced Services Consultants for complex technical issues that affect your business. We can help you choose the right technology and valuable services for your operation by providing industry-specific know-how in data storage, computing, networking, and professional service solutions. Let us evaluate your business and apply our expertise to improve your business processes with tailored solutions that meet your specific needs and requirements.

Installation Services

If you have a single site or multiple sites, TechFORCE can save you implementation time and costs. We can provide you with economical and reliable system installation services. These services include the installation of the equipment and testing of the power-up hardware.

Site Surveys

Our site survey analyzes your existing workspace and provides you with accurate detailed reporting on the equipment details. The information provided from our audit reports can provide the basis of accurate information to determine what changes may be needed to your systems in terms of software and hardware updates. The information can also be used to provide the insight into where larger scale system changes and support may be needed to improve upon the productivity of your staff and overall business strategies.

System Design, Integration and Testing

TechFORCE will work with you to define the specifications for your business environment and determine how they will interact with your current or planned network. We apply our technical knowledge and resources to incorporate hardware, software and networking products from name brand manufacturers into new and unique solutions. Our services include the installation of software applications and operating systems on new architecture, custom hardware design, and performance verification under strict testing procedures.

Custom Hardware Upgrades

TechFORCE customizes and extends existing hardware products through the installation of new hardware interfaces to best suit the needs of your organization. Our hardware solutions always incorporate the latest design and your systems benefit with the highest possible performance



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