



Operating System Support

TechFORCE

Respond, Resolve, It's Guaranteed...

Keep your systems running at peak performance. TechFORCE offers a comprehensive range of operating system support services tailored to meet the specific needs of your organization. Utilizing our diverse range of support programs, Resellers, End-Users and System Administrators can gain full, unlimited access to our experienced and certified technical staff.

Annual Unlimited Telephone & Email Support Packages

- 1, 2 and 3 Year Plan Options
- 1-Hour Response Available
- 8 a.m. to 5 p.m., Monday thru Friday
- Unlimited Service Requests
- 24X7 Coverage Option
- Multiple & Single Server Packages
- Assigned Technical Account Managers

One-time Support

- Flat Rate Fee - Per Problem Incident
- 1-Hour Response

Hourly Support Packages

- 7, 15 & 24 Hour Packages
- 8 a.m. to 5 p.m., Monday thru Friday
- 24X7 Coverage Option
- 1-Hour Response Available
- Unused Hours Applied to Renewal

Problem Call Packs

- 5, 10 & 20 Call Packs
- 2 Year Expiration
- 1-Hour Response
- 8 a.m. to 5 p.m., Monday thru Friday
- 24X7 Coverage Option

With our flexible approach to support services, you can upgrade from any of our standard response times and coverage hours to one of our Premium Service support packages. These superior services provide one hour response times and 24X7 coverage options.

In addition to upgraded response times, we also offer Time & Materials services. With this option, help desk telephone support is provided at a flat rate per hour fee, plus the cost of parts, delivery and any on-site service that may be required.

With ample experience in many different operating system environments including Microsoft® Windows® 2000, Microsoft Windows NT®, Linux®, SCO® UNIX®, IBM® AIX®, HP-UX®, and Sun Microsystems® Solaris®, you can rely on TechFORCE to deliver efficient and effective support solutions. Our record of professional and reliable service speaks volumes about our commitment and loyalty to our clients. By purchasing one of our support packages, you are assured of high quality diagnosis and quick response times.

Tech Force
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Norcross, Georgia 30071
Tel: 866.832.7253 or
866.TF2.SALE
Fax: 678.597.3503
www.techforce.net
sales@techforce.net

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Assigned Technical Account Manager

Technical Account Managers are assigned to take responsibility of your overall satisfaction. By personally overseeing your support, the Technical Account Manager will keep you up-to-date throughout the resolution process.

Priority Response

To address your needs for more critical systems, you may choose to upgrade your response times. One-hour response times are available on all telephone support agreements.

Call Ownership

The Technical Account Managers are responsible for ensuring issues are resolved quickly and efficiently. Should a call need to be escalated, you will continuously be kept informed of your call status until the problem is resolved to your satisfaction.

24X7 Coverage

For our customers with systems in need of extended hours of support, you can extend your coverage to 24 hours a day, 7 days a week.

Features

- Toll-free telephone access
- One-hour priority response available
- Two authorized customer contacts
- Annual telephone & email programs with unlimited service requests
- 24X7 coverage options

Benefits

- Support for multiple sites
- Customized support packages
- Fast and effective response times
- Continuous updates throughout the resolution process
- Allows you to concentrate on your core competency

Contact your TechFORCE sales associate today at 866-TF2-SALE (866-832-7253) to discuss the different support plans available. Our technical support personnel are ready to assist you!



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