



# TechNET - Vision Technology

# TechFORCE

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

TechFORCE customers and partners can utilize TechNET, our state-of-the-art online service call system, to gain instant access to an entire host of support performance metrics. This easy-to-use Web interface, ensures that customers have a 24/7 gateway to their account detail and maintains a complete, real-time view of inventory, parts and all service and support requests.

TechNET is a flexible and user-friendly solution comprised of technology, expertise, and services. This unique program was carefully designed to lower customer care costs, while increasing customer satisfaction and loyalty.

### TechNET's Key Features Include:

#### **24 Hour Web Accessibility**

TechNET delivers easy access to service requests around the clock, regardless of geographical location through the use of a standard internet browser.

#### **Support Request Submissions**

Submit service requests via TechNET with the click of a button. Follow the simple call logging guidelines and your request will be routed to an assigned Help Desk Support Engineer for quick and accurate resolution.

#### **Identify Coverage Types**

TechNET assures compliance with Maintenance Agreements by providing our customers with detailed instant awareness of each site including start and end dates, as well as service levels and comprehensive equipment listings.

#### **Complete Site & Service History**

Access to all service call details, assets, problems, solutions, people, actions taken, costs and times are all available through TechNET.

#### **Security**

TechNET contains the necessary security to ensure customers have access only to issues relevant to themselves and/or their company.

#### **Remote Monitoring**

TechNET's unique features empower our customers with real-time personal supervision of all communications and processes in relation to past and present service calls.

#### **Comprehensive Reporting**

TechNET's combination of simplicity and flexibility offers our customers many different reporting capabilities. These reports allow you to view daily open/closed calls, detailed parts analysis, costs, service call history detail, etc. Customers can easily document the success of service requests every step of the way. Each report can be previewed, printed or output to a spreadsheet. These reports can also be scheduled for automatic email delivery to specified individuals.

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