



Service

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Q u a n t a T e c h

2

Service

Introduction

Quanta Tech not only delivers leading-edge products, but also backs its users with a full range of professional services. Quanta Tech Professional Services support Quanta Tech products and build long-lasting relationships between Quanta Tech and its customers.

Our organization has earned an outstanding reputation for quality and service. We have established ourselves as a highly regarded supplier of hardware, software, networks, connectivity and support services centered on the use of microcomputers in a multivendor environment.

Think about trying to operate your business without your computer system. Is access to this computer information important to you and your organization? If so, you cannot afford to let your system(s) go down! That is why ongoing support for your computer system is essential.

Our goal at Quanta Tech is to make supporting your computer system as inexpensive and as simple as Internet

connection. Quanta Tech will help you and your technical support staff troubleshoot PC/network related problems and issues. We customize our support services to meet the needs of all types of computer users. We feel strongly that our full service capabilities are unique due to the range of services we have to offer. Our clients benefit from Quanta Tech's direct hands-on approach.

Services

Telephone Support

Quanta Tech telephone support personnel provide prompt assistance in resolving technical problems. Where live data is required for analysis, full remote dial-in capabilities allow our experts to diagnose the situation immediately.

Training Program

Quanta Tech can help you take full advantage of your software. Personalized classes are offered for all products developed by Quanta Tech, and on-site customer training is also available.

Corporate Computers & Re-engineering

All products developed and distributed by Quanta Tech are designed to integrate with each other, whatever the platform. Whenever a customer is migrating from proprietary technology or is already working in an e-commerce environment, Quanta Tech provides homogeneous re-engineering products and services to meet virtually any need.

Systems Integration & Facility Management

Business solutions often require the integration of many different hardware and software products requiring expert experience to make the system work as it should. The Quanta Tech Systems Integration & Facilities Management team combines installation and implementation specialists with accomplished customer account managers and systems analysts. Together, they act as the liaison between the bits and bytes of the computer world and a company's business environment.

Systems Development & Consulting

Quanta Tech provides consultation, systems design and programming services to customers who are technology experts themselves, and others who are investing in their first technology system. This team provides as much or as

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Services (cont.)

Save Time & Money

Quanta Tech knows how important computers are in the daily operation of your business and understands that when your computers are down, your business is down! This is why Quanta Tech recommends you protect your investment with a Quanta Tech service contract.

Our main goal is to ensure that our client's computers are consistently functioning at their optimal performance. We have a team of Microsoft Certified Professionals, Certified NetWare Engineers and PC specialists working together to keep your system(s) operational. Quanta Tech has been providing computer support services for 22 years, and will continue to excel in the service and support area.

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E - Commerce Computing

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Considering moving your application development, operational or informational processing onto the Internet or Unix? Quanta Tech can help you build a distributed e-commerce strategy, and determine your data warehouse framework. In addition, Quanta Tech can assist you in planning, training, product selection and application/database design.

Over the last few years, demand for e-commerce solutions has grown rapidly. As with any new technology, the initial response has been to focus on the technology itself, to learn about the new products, architectures and standards for cooperative processing. Simply having access to good technology is not enough; to succeed you need to know how to use the technology efficiently. This is where Quanta Tech comes into play, to work with you from the beginning of e-commerce design to its completion.

Goals

Quanta Tech consultants start by learning your business goals, then analyzing the current processes and organizational structure. Quanta Tech has the proper framework within which to suggest the right technological solution to address the business problem and environment.

Planning

Quanta Tech can help you plan your entire computing strategy, creating a unified, efficient system for today and a flexible, growth-oriented path for the future. Quanta Tech will design and implement your global computing solutions.

Design

No two businesses have the same computing needs. Quanta Tech creates customized network topologies tailored to the individual needs of an organization. This flexible approach ensures that you get a computing solution that works the way you do to allow you to achieve the full benefit of network computing.

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E-Commerce Computing (cont.)

Transition

Concerns about the potential problems created by changing architectures do not have to be obstacles to the powerful benefits offered by e-commerce architecture. Quanta Tech works closely with its clients to ensure a smooth, organized, partial or complete conversion. Our proven, step-by-step methodology serves as a blueprint for successful migration.

Support

To achieve acceptance, any technological change must be supported by education and training throughout an organization. Quanta Tech provides a full range of education and training offerings to facilitate technology acceptance and enable change management regarding new computing strategies. Quanta Tech will also work with you to develop and implement your own educational and training strategies to provide ongoing efficiency and effectiveness.

Service Contracts



To guarantee a worry-free system(s), Quanta Tech recommends the purchase of a computer service contract.

A service contract will eliminate the high, unpredictable cost of "pay-as-you-go" computer repair service. Some of the most important reasons why you should secure your computer system(s) with a Quanta Tech service contract are:

Computer-Focused Contracts

Quanta Tech provides customer focused contracts in order to refocus service contracts on the customer, rather than on the equipment or application being serviced. Quanta Tech's customer-focused service contracts match the service delivered to the unique

Guaranteed Response

We guarantee to get your computer system(s) up and running under this contract. Our goal is to make sure your computers are consistently functioning at their optimal performance to maximize your company's investment.

Low Costs

A fixed annual cost for a service contract keeps your computer maintenance costs down. It allows you and your company to accurately budget for annual computer support.

Labor, loaners and replacement parts are available as well as telephone support to keep your staff productive.

On-Site Service

On-site service is available during and after the manufacturer's warranty expires as well as on new and existing equipment. Quanta Tech also offers preventative maintenance on your PCs and printers as well as service on your entire network. This eliminates the need for multiple support vendors.

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Service Contracts (cont.)

Reduced Administrative Costs

You need not worry about purchase orders, unexpected checks to cut or bills to handle for your computing services.

High Quality Service

Our full time service representatives have extensive training and experience. They have been trained directly by our manufacturers to service all products sold by Quanta Tech.

Personnel Cost Down

Your employees will not need to be trained or to waste productive hours servicing internal computers that should be serviced by an outside source like Quanta Tech. As a result, your employees can concentrate on the job they

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Value Added Services

Quanta Tech can also provide additional support and outsourcing services in order to help enhance the performance of your system(s). Some of our value added services include:

- Remote PC and network diagnostics via modem/internet
- Hard disk backup services
- Preventative maintenance on PCs and printers
- Software installation/integration
- On-site training
- Loaners
- System upgrades/enhancements
- Network consulting and design
- Network gateways, bridges and routers
- Peripheral sharing devices

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Value Added Services (cont.)

Outsourcing

Outsourcing is an agreement devoting a technician, to your site, one to five days per week from four to eight hours per day to perform whatever computer services are needed.

Outsourcing, on a regular basis, will save your organization time and money! Some of the benefits of outsourcing

- No need to increase your staff in order to provide hands-on technical support on all computer products currently in use
- No need to stock computer parts in order to provide a fast turnaround on products that need to be replaced
- Provides quick support on all hardware and software problems
- Direct access to experienced workstation and network technicians
- Consistency, on-site, with one technician

Quanta Tech offers responsive and professional computer maintenance and repair services for business professionals who cannot afford computer downtime. Whether your highest priority is extremely quick service or the lowest possible cost, we have a maintenance plan that meets your specific needs.

So, don't let those computers go unprotected. Call Quanta Tech today. It could be one of the smartest decisions you ever make!

We at Quanta Tech believe you and your company need to leverage full value from your current computing investment. Quanta Tech strives to use your current computing systems as part of our solution, allowing you to realize a measurable payoff from your technology investment.

Quanta Tech represents the next generation of business consulting, one that takes full advantage of the power of

combination of business expertise and technical knowledge, Quanta Tech's consultants can boost productivity, increase competitiveness, and help you and your company achieve your business goals.

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Notes

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