

From time-to-time, your IT hardware will fail. These could include printers, desktops, notebooks, monitors, network devices, servers and storage – the units could be in-warranty or out-of-warranty. System down-time will directly impact corporate productivity, resulting in denied services, lost time and effort, revenue or production.

You want the system repaired fast and competently to get it back into production so your people can remain productive.

### ZYCOM EXPERTISE

A fully trained and motivated team stands ready to respond to your service requests. The team maintains warranty certifications on many product lines. We are authorized to complete warranty service on products manufactured by:

	
Desktops, Notebooks, Tablets, x-Series Servers, Monitors	All Lexmark Printers
	
Desktops, Notebooks, Tablets, Proliant Servers, Printers, Monitors	Desktops, Notebooks, Tablets, Monitors

The team can also repair out-of-warranty products on virtually all hardware products from desktops to printers to servers at competitive prices. We maintain an inventory of spares and hard to find parts to help repair items quickly.

A dedicated Dispatch Team is ready to take your request. Just a phone call or email away, our dispatch team will listen and respond to your request.



[service@zycomtec.com](mailto:service@zycomtec.com)  
1-866-549-6558, press 1, and 1 again  
[www.zycomtec.com/repair/request](http://www.zycomtec.com/repair/request)

You can also be set up to directly enter requests via our web service portal. The request automatically opens a work order requesting the information such as serial number, location, and product type, we need to provide the best service possible.

# Repair Services and Product Aide: **SERVICES**

## PRICING

Pricing is dependant on the server purchased and currently is only available for customers in the Brockville, Kingston, Belleville corridor.

For full details, please visit  
[www.zycomtec.com/pamperyourserver](http://www.zycomtec.com/pamperyourserver)

## ENHANCED SERVICES

Enhanced Services are customizable and can include:

- Extended Service Coverage (24/7, faster response)
- Remote Monitoring and Management Services
- Additional Server-Aide Visits and Performance Analysis

## PRODUCT AIDE SERVICES

“An ounce of prevention is worth a pound of cure.”

Our Product Aide Services are designed to help prevent system downtime by detecting potential problems before they cause havoc. Product Aide can be applied to printers, servers, network equipment and desktop/notebook computers. The service is a routine examination of equipment to ensure optimal performance and adherence to manufacturer system recommendations such as:

- Firmware levels
- Operating system patches
- Security patches
- Anti-Virus, Spam and Spyware functionality

A Performance Analysis of the CPU, storage and support infrastructure such as network cards will be conducted to detect any potential degradation of the system. The Product-Aide Service is often combined with the Remote Monitoring and Management SMART Service.

## ZYCOM'S "PAMPER YOUR SERVER" SERVICE

Exclusive to HP Proliant servers, Zycom Technology offers a full Life Cycle Management Service to support your vital servers from cradle to grave. The Basic Service is a one time cost that covers many aspects of system support over the life of a server and includes:

- Full three year on-site parts and labour repair, Monday-Friday, 8 a.m. to 5 p.m., four hour response.
- Configuration of hardware components and installation of operating system to your specifications.
- Environmental friendly disposal of packaging and shipping material.
- Physical installation of the server at your site including power and network connections.
- Registration of server with HP Services.
- Once a year Server-Aide Visit and Performance Analysis.
- Installation and Configuration of new server components throughout the life of the server.
- Notification of warranty expiration.
  - De-commissioning and proper disposal of equipment.

Excellent service means thinking long-term. At Zycom Technology we strive to build long lasting relationships with all of our clients. By becoming an integral part of your business, we do more than just fix problems as they happen: we prevent them from occurring in the first place!



For more information about Zycom Technology Inc., visit us online at [www.zycomtec.com](http://www.zycomtec.com) or call 1-866-549-6558