

## Maintenance Challenges

If your company is like many others today, simply maintaining your existing technology infrastructure is consuming an ever increasing share of your staff's time and your IT budget. With multiple vendors and a complex array of warranty and maintenance contract coverage options to manage, it is a challenge to provide rapid, responsive IT maintenance support. Without high service levels for IT maintenance, your employees' productivity suffers as they wait for repairs to be completed. This problem is amplified when there are technology problems plaguing your dispersed workforce. Exacerbating this situation are the high expenditures you incur for the less-than-adequate coverage you are receiving today.

## Onsite Maintenance Overview

Compugen's customizable Onsite Maintenance provides the breadth and depth of coverage to meet your unique needs. With almost 30 years of service capability and half a million devices under coverage, we have the experience you need to keep your employees productive in the face of IT problems.

All Compugen technicians are manufacturer certified. They have access to the most comprehensive diagnostic tools available to quickly isolate and fix problems. Our extensive relationships with all major IT vendors, companies like HP, IBM, Lenovo, and Microsoft, ensure a rapid response when a problem cannot be addressed immediately by our technician.

Our field technicians are centrally dispatched and managed from our National Client Service Center, acting as your single point of contact for all of your

maintenance issues. Resolving 400,000 service incidents and completing 60,000 parts transactions a year, Compugen is recognized by Service800 as a leader in service quality.

## Benefits to Your Organization

With Compugen's responsive Onsite Maintenance Services, your technology will be efficiently maintained to minimize the impact on your business operations.

You'll immediately see many benefits to your company:

- Single point of contact for all technology maintenance
- Flexible mix of maintenance and support
- Guaranteed Service Levels to meet your business needs
- Intelligent reporting for asset optimization and failure prediction

## Onsite Maintenance Features

### Compugen Service Manager

- Focal point for all customer service requirements
- Ensures Service Level Agreements (SLAs) are met
- Manages Compugen and supplier resources to resolve all customer issues
- Conducts periodic service reviews of Compugen performance against service levels

### Customized Service Level Management

- Custom-designed Service Level Management plans
- SLAs for response and resolution times, based on geography and service request priority
- Comprehensive Service Level reporting



### National Client Service Center

- Our National Client Service Center serves as the single point of contact for all of your maintenance and support requests
- Service Advisors are trained technicians capable of accurately diagnosing customer issues
- Web-based service request entry and ticket status portal
- Real-time dispatch and escalation management systems ensure rapid resolution of field service issues
- Staffed 7x24 with bilingual Service Advisors

### Repair Parts Stockage

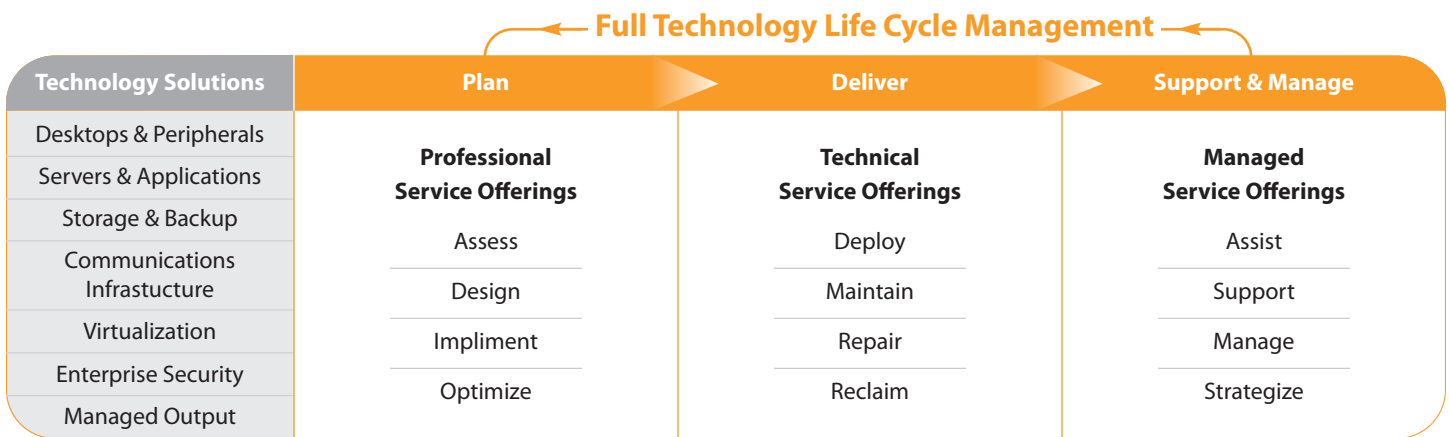
- 104 stocking locations across Canada for high "immediate fill" rate
- Direct access to manufacturer and distributor inventory for "next day fill"
- Customer-specific repair and replacement strategies

### Onsite Maintenance Capabilities

- Manufacturer certified technicians available for onsite dispatch to 14,000+ locations in Canada
- Dispatch for problem diagnosis, troubleshooting, and resolution, including device repair or replacement following a failure
- Service restoration to normal operation after component replacement, including image or application installation and device configuration
- 7x24 onsite maintenance response available in major service centers

### Comprehensive Reporting

- Daily activity reports
- Historical maintenance database for failure trending
- Advanced reporting for intelligent technology decision making



### Technologies Covered

With deep partnerships and strategic alliances within the IT industry, Compugen has you covered with On-site Maintenance support for servers, desktops, laptops, mobile devices, and desktop applications.

With 15 locations coast to coast, we can meet your needs for full technology lifecycle management on a local or national scale. Contact us for further information on how Compugen's CoverIT Managed Services can keep your IT environment running smoothly, while reducing cost and freeing up your valuable IT staff.



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