



Support Network

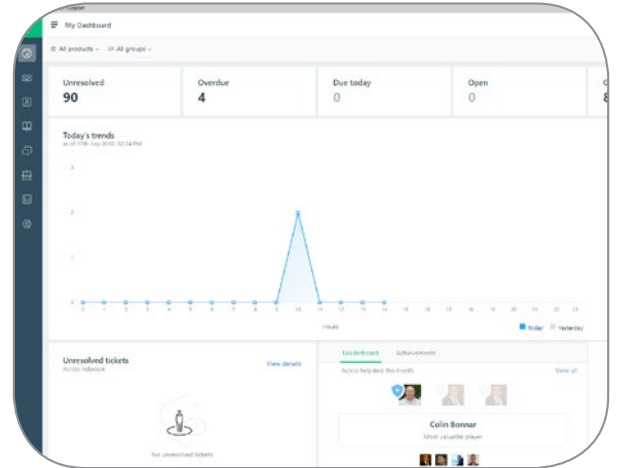
Flexible, reliable, front-line support system
to accommodate all your project needs

TECHTEL

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By engaging with the facilities made available to you through the Techtel support network, your business is better placed to stay ahead of the competition through more pertinent use of your existing hardware and software resources. Outsourcing the time and materials needed to resolve complex challenges allows staff to focus more on developing new architectures and waste less time fixing problems.

Techtel has a variety of support facilities available to assist you in running your operations both efficiently and reliably. Our flexible options allow you to decide what level of support is best suited to your business needs.



TECHTEL SUPPORT NETWORK

TECHTEL HELPDESK

Having someone available to assist via phone while you're at work is what our support system is all about. We understand that in an international industry there are limited resources available from manufacturers outside their business hours, which is where Techtel's dedicated support engineers make the difference by becoming the resource you need, speaking the technical language you know. Whether business hours access fills the need or even if you require 24/7 access, Techtel will show you how to get the support you need at any time necessary.

TECHTEL SUPPORT TICKETING

Techtel manages your support requirements with unique ticketing identifiers.

All you need to do is raise a ticket by email or phone to gain visibility of your support request throughout the entire Techtel support team. Any engineer that picks up the support thread can see what has already occurred and when.

Our ticketing system represents a reliable method of collaborating on support issues to ensure that nothing is able to slip through the cracks and allows for faster turnaround of user requests, yielding improved efficiency.

TECHTEL REMOTE INVESTIGATION

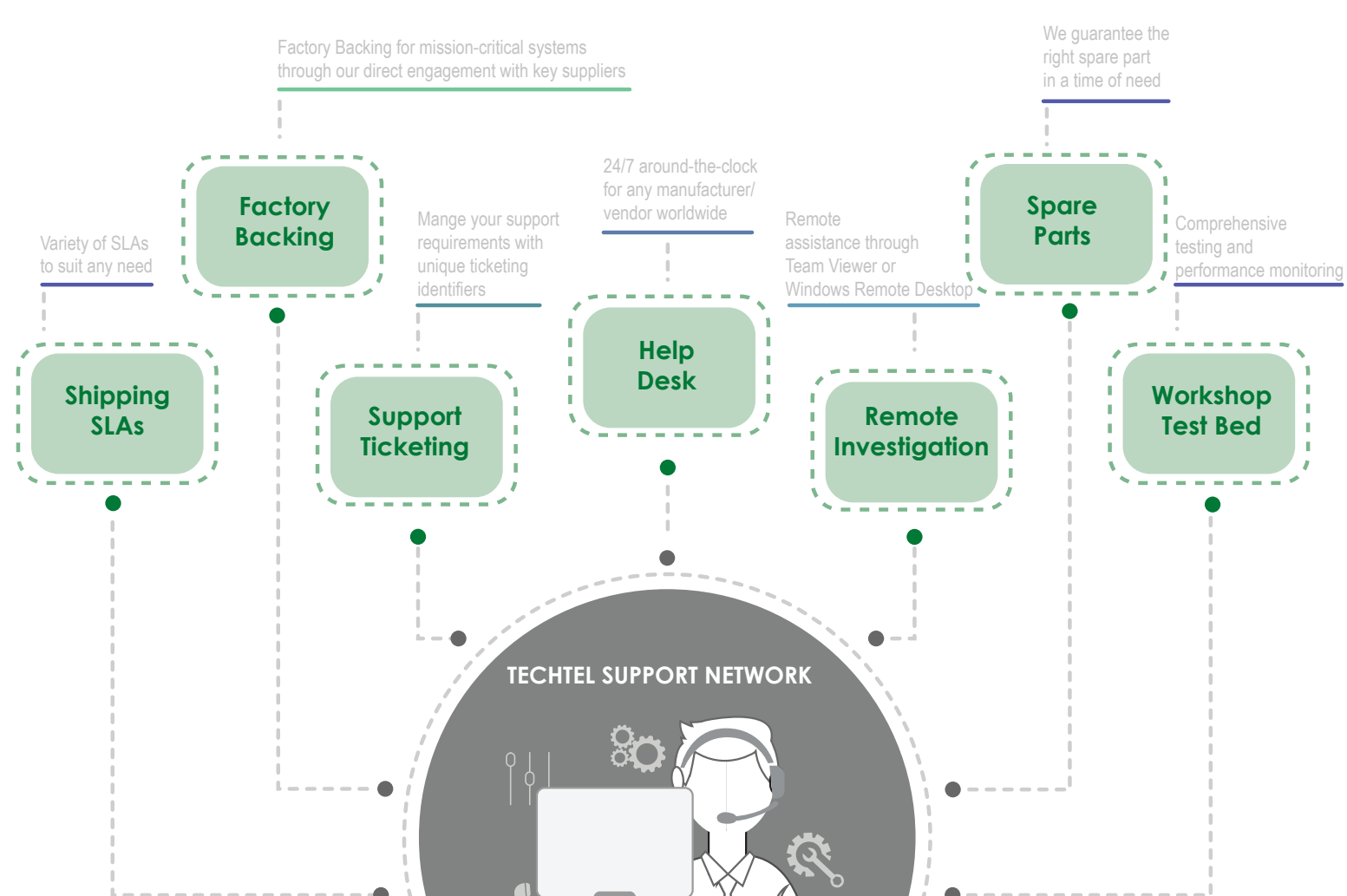
For many years Techtel has been providing remote assistance, training all engineers to be proficient in providing these services through several common applications, such as Team Viewer and Windows Remote Desktop.

TECHTEL SHIPPING SLAs

With any spare parts service, the availability of the hardware is only half the story. Often the majority of the wait time is a result of the logistics involved in getting that item from the warehouse to your doorstep. To best suit your needs, we can provide **Same Day VIP**, **Overnight Business Day** and **Seven Day Overnight** services.

TECHTEL WORKSHOP TEST BED

Techtel's engineering workshop is the engine room of our support services. We test all the equipment prior to shipping to ensure a system configuration is delivered as expected. We soak test equipment, checking for potential failures and monitor performance not just during the start up but also when the system is warm and operating as your facility will demand.



TECHTEL FACTORY BACKING

Mission critical systems need formal factory backing and Techtel meets this demand through our direct engagement with key suppliers. You can be confident that behind our team of support engineers and technicians there is unrestricted access to the support facilities of our suppliers to ensure there is always someone that can help. This reduces your resource overheads and ensures you won't need to explain the fundamentals each time you call in. Techtel is the ultimate conduit for information to factory support engineers and assists the process from start to finish.

TECHTEL SPARE PARTS

Having confidence that you will have the right spare part at the right time is important for anyone using a critical system. Techtel can provide multiple options to ensure you get the best availability of spares to suit your budget:

- ▶ **Standard Advanced Replacement** Backed by a manufacturer's hardware support arrangement, a replacement part can be shipped immediately in a rare instance where the device is faulty. You remove the faulty part and return it only after the system has been restored and the fault is completely resolved.
- ▶ **Premier Advanced Replacement** Techtel can provide in-country advanced replacement, ensuring that your parts are always available for overnight delivery.
- ▶ **Ultimate Advanced Replacement** If you know you need the instantaneous access that spares on-site provides but want to ensure that your costs are distributed in your Operational Expenditure budget, Techtel provides the capability to warehouse spares parts within your facility with a pay as you go model.
- ▶ **Return For Repair Return For Repair** is ideal for those needing to minimise costs while still having priority access to repair service.


Techtel will liaise with manufacturers to provide the maximum level of local repairs possible, keeping your freight costs to a minimum and ensuring your hardware is fixed in a timely manner.

TECHTEL

We believe that to be successful, we need to be unique. Our business thrives in a competitive market because of our ongoing efforts to make our business different.

To be unique, our company is focused on the future and being ahead of the next trends. Understanding our customers intimately allows us to spot the solutions that will relieve pressure and enable our customers to embrace new ways of thinking that changes their approach to media delivery.

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