

AVNET SUPPORT SERVICES in Partnership with Alliance Systems



MAKE SUPPORTING AND MAINTAINING SOLUTIONS SIMPLE

We take a collaborative approach to developing end-to-end support solutions that cost-effectively support your customers' business goals today and tomorrow. Whether you need 24x7x365 hardware or software support, our experienced professionals can shorten your time to results.

Alliance Systems Global Support maintains an ISO 9001:2000 and TL 9000 registered quality management system. All incidents are categorized as critical, major, minor, or informational and our support team resolves problems reliably and efficiently. Our automated case management tools improve communication for faster troubleshooting, problem diagnosis, and correction.

We offer many levels of support, including services that offer around-the-clock support to onsite support for rapid parts replacement. Because our customers provide mission-critical applications, their clients cannot afford to wait days for a repair.



TECHNICAL SUPPORT CALL CENTER SERVICES

Alliance provides hardware support programs with unlimited access to certified and trained technical staff. These flexible programs offer your customer a cost-effective method to keep system(s) operating smoothly and efficiently while they focus on more strategic business issues.

Services include:

- >> 12x5 or 24x7 Call Center Support on all contracted systems
- >> Multiple Operating System expertise
- >> Coordinating dispatch & recovery of replacement parts and RMA return process
- >> Coordinating dispatch of onsite technical services when appropriate
- >> Real-time involvement and ownership of every onsite service call worldwide
- >> Complete management of all service calls to conclusion

Global Technical Support Team Coverage

Basic Technical Support Call Center Services

- >> North American Support
7:00 AM to 19:00 PM CST/CDT (UTC/GMT -6:00)
Monday through Friday
- >> EMEA (Europe, Middle East & Africa) Support
08:00 to 18:00 CET/CEST (UTC/GMT +1:00)
Monday through Friday

Enhanced Technical Support Call Center Services

- >> 24x7x365 access to the Technical Support Call Center via PIN (includes holidays)
- >> Priority Queue placement for inbound telephone calls
- >> Access to the web based self service portal

Contacting Global Technical Support

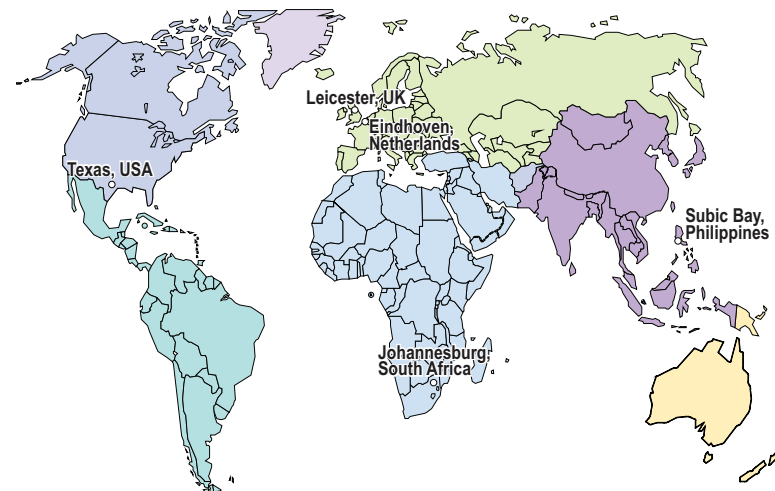
Support can be contacted in North America via toll free phone, fax, email or through web self-service. The EMEA call center is available via phone and fax.

LOGISTICS SERVICES

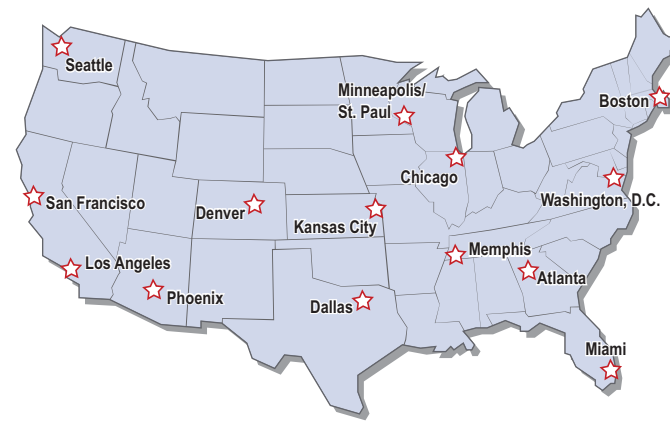
Alliance offers one-stop logistics solutions to customers by leveraging its expertise in distribution, transportation, trade compliance, and returns management. The objective of our supply chain management services is to synchronize the requirements of our customers with the flow of materials from suppliers to achieve high customer service balanced with cost effectiveness.

With six international maintenance logistics facilities in the Philippines, the Netherlands, U.K., Texas, Tennessee, and South Africa; shipping repair parts anywhere in the world is easily accomplished. Another 14 locations throughout the United States maintain ample supply of parts for four-hour onsite repair and replacement services. The Memphis, TN Central Stocking Location is used to replenish other Central Stocking Locations and Forward Stocking Locations around the globe and provides extended shipping hours (until 11:00 PM/23:00 CST/CDT). Alliance maintains a Canadian Agency Agreement that enables next day expedited border customs clearance into Canada.

Global Central Stocking Locations are shown in the map below:



USA Forward Stocking Locations are shown in the map below:



Advance Parts Replacement Services

Enhance Call Center Service with next business day advance replacement of any defective products under contract. When customers sign contracts for logistics and advanced replacement services with Alliance, customers automatically receive 24x7x365 access to the technical support call center and troubleshooting services, as well as priority queue status for inbound interactions and secure online portal services.

Next Business Day International coverage is available to European Union Countries for contracted customer deliveries from the Eindhoven, NL facility to Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, and United Kingdom. When goods are customs cleared in the Netherlands, they can be dispatched within the European Union as "free goods;" no local customs at the end destination will be involved in the transaction. Asia/Pacific Region deliveries from Subic Bay, PH are also available.

Same-Day Shipping Services

Expedite customer replacement parts either door-to-door or counter-to-counter depending on the customer location. Using same-day and next-flight-out capabilities, customers obtain 6 to 12 hour response in most cases. Available at an additional cost to the advanced warranty replacement services unless customer has an expedited 4-hour onsite labor response contract.

Advance Server Replacement Services

Advance Server Replacement Services are available for customers who need servers replaced instead of just parts. This service is quoted on an individual basis and entails several levels of expedite services including next business day and 4-hour advance server replacement depending on the level of onsite support desired.

ONSITE REPAIR SERVICES

Onsite Support Services will dispatch a qualified third-party hardware technician, backed by Alliance Technical Support. Service is provided only after phone based troubleshooting determines the problem requires onsite repair. International response times may vary. If a part must be shipped overnight, a technician is scheduled based on estimated part availability either as soon as the part arrives or during the business day when the part arrives (depending upon contract). Options for onsite repair and parts arrival are:

- >> 8x5 Next Business Day Onsite Labor Response dispatches a technician to arrive in a window of time between the local hours of 8 am and 5 pm.
- >> 4-Hour Onsite Labor Response dispatches a technician to arrive at the same time the parts are available (typically next business day). If customer has a spare available onsite, technician can be scheduled to arrive within four hours.
- >> 4-Hour Onsite Part and Labor Response dispatches a technician and parts to arrive at the same time. This service is provided on a custom quote basis with some geographic limitations.

	Basic	Priority	Advance Server Replacement	NBD Priority Onsite	4-Hour Priority Onsite	Expedited 4-Hour Priority Onsite
Basic Technical Support Call Center Services (12x5) 7:00 AM to 7:00 PM CST/CDT (UTC/GMT 6:00) USA 8:00 AM to 18:00 CET/CEST (UTC/GMT + 1:00) Europe	●	●	●	●	●	●
Enhanced Technical Support Call Center Services 24x7x365 Access (via PIN), Priority Queue Placement Web-Self Service Portal Access		●	●	●	●	●
Logistics Services Next Business Day 4-Hour		●	●	●	●	●
Onsite Service Next Business Day 4-Hour				●	●	●

Contact your Avnet account team today to learn more about how Avnet Support Services can benefit your business.



Vital Connections for Business

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