

ATM COMPUTER SERVICES, INC.

SUPPORT INFORMATION

PHONE SUPPORT

The Phone Support service provides you with expert technical support in solving or troubleshooting your technical problems over the telephone.

REMOTE SUPPORT

If you have a modem and the proper software, enhanced - comprehensive diagnostic support and faster problem resolutions can be provided through a modem connection. When telephone support is just not enough.

ON-SITE SERVICES - TECHNICAL SUPPORT

Some services are naturally more effectively performed at your location than over the telephone or modem connection. In such cases, ATM Computer Services, Inc., can send a member of our Technical Support staff to your site for assistance. On-site support also includes repair and preventive maintenance on almost any hardware component. Most repairs or resolutions can be completed the same day, thereby minimizing disruption of your business.

EMERGENCY SUPPORT

ATM Computer Services, Inc., recognizes this essential need and has responded by offering Emergency Support. We strive to provide Emergency Support on a critical need basis.

SOFTWARE TRAINING

ATM Computer Services, Inc., provides the latest training techniques on many of the newest software programs. We provide on-site training, with group sizes that fit your needs. From one-to-one personal training sessions to group sessions.

SERVICES CONTRACTS

ATM Computer Services, Inc., provides service contracts via our PremiumCare Support Plans. These plans provide economical ways to control your support cost on a yearly plan at a flat rate. These plans include both hardware and software support and a renewable on a yearly basis.

PURCHASE RECOMMENDATION

ATM Computer Services, Inc., provides computer, printers and peripherals purchase recommendation to customers who need assistance in making the right purchasing decision. Though we feel that "ATM Computer Services, Inc., Custom Built Computers" provide the best value to our customers we will actually go shopping with you to make the best possible purchase. (Also see "Computers? What to Buy! Why!")

COMPUTER SETUP

ATM Computer Services, Inc., will provide computer setup service to customers who need assistance setting up newly purchased computer systems. Although, all computers purchased from ATM Computer Services, Inc., already have this benefit, we will assist any customer who needs this type of assistance.

NETWORK INTEGRATION

ATM Computer Services, Inc., will provide Network Planning, Implementation and Integration to Windows NT Networks and Windows 95 Networks. This includes Networking Planning from start to finish, from present to future needs.