

TechniCall

The evolution of desktop computing has placed many of your customers in complex environments that require extensive knowledge of different software products, interfaces, groupware and operating systems.

Understanding the importance of building strategic partnerships with our resellers, Tech Data now offers TechniCall -- an easy, inexpensive and efficient way for you to provide your customers with the wide range of software application support they need.

Like a phone card

TechniCall is a prepaid software support card you can purchase for resale to your customers. Used like a phone card, TechniCall provides card holders with support on more than 60 applications, including Lotus Notes.

Once they purchase their TechniCall cards from you, your customers simply call a toll-free number to register their cards. Card holders will have one year to use all of the incidents on their card or until the expiration date (1/1/99), whichever comes first.

As a TechniCall card holder, any time your customer needs software application support, all they have to do is dial the toll-free number, key in their personal PIN number and connect live to over a hundred software technicians at a ISO9002-certified call center. Support is available 24 hours a day, seven days a week.

TechniCall cards come in three- to 25-incident packs. With Lotus Notes support included, cards come in five- to 25-incident packs.

If a problem cannot be resolved in one call, the incident can be retained in an "open" status until it is resolved.

Reseller Benefits

- Low price
- High gross-profit-margin offering
- Not Tech Data branded
- Broadens your service offerings
- Alternative to free software support

TD PN	Card Description
781650	3-Incident TechniCall Card
781651	5-Incident TechniCall Card
781652	10-Incident TechniCall Card
781653	25-Incident TechniCall Card
781654	5-Incident TechniCall w/Lotus Notes
781655	10-Incident TechniCall w/Lotus Notes
781656	25-Incident TechniCall w/Lotus Notes

For more information contact our TechniCall expert at 800-808-3656, or visit our web site, www.techdata.com.

To order call sales at 800-237-8931.

TechniCall---Your one-call solution for software technical support

Put TechniCall cards in your customer's hands and you can relax knowing they're receiving the absolute best software application support no matter what day of the week or time of the day or night.

Supported Applications

COMMUNICATIONS

Adobe Acrobat Reader
Lotus cc:Mail
Microcom Carbon Copy
Microsoft Exchange
Microsoft Internet Explorer
Microsoft Mail
Netscape Navigator
Quarterdeck Procomm Plus
Symantec pcAnywhere
Symantec Winfax

UTILITIES

MicroHelp UnInstaller
PKWare PKZIP
Quarterdeck QEMM
Stac Electronics Stacker
Starfish Sidekick
Symantec FastBack Plus
Symantec Norton Antivirus
Symantec Norton Utilities (Win/MAC)

MISCELLANEOUS

Lotus Organizer
Microsoft Works

GRAPHICS/PRESENTATIONS

Corel DRAW!
Lotus Freelance
Microsoft PowerPoint (Win/Mac)
SPC Harvard Graphics
Visio Technical

DATABASE

Borland dBase IV & V
Borland Paradox
Lotus Approach
Microsoft Access
Symantec ACT!

SUITES

Corel WordPerfect Suites
Lotus Smartsuite
Microsoft Office (Win/Mac)

SPREADSHEETS

Corel Quattro Pro
Lotus 1-2-3
Microsoft Excel (Win/Mac)

FINANCIAL

Intuit Quickbooks*
Intuit Quicken *
Intuit Quickpay*
MECA Managing Your Money*
Microsoft MS Money*
** For installation/configuration/setup assistance only*

OPERATING SYSTEMS

Apple Macintosh
IBM PC DOS
Microsoft MS DOS
Windows 3.1
Windows for Workgroups
Windows 95

WORD PROCESSING

Corel WordPerfect
Lotus Ami Pro (Win/Mac)
Lotus WordPro
Microsoft Word

Lotus Notes **

*** Available on specially marked 5, 10 and 25 incident packages only*



Revised 7/97

SKU	Incidents per Card	Per Incident Cost to VAR*	Extended Cost to VAR	MSRP	VAR Margin	Cost Per Incident
781650	3	\$15.50	\$46.50	\$60.00	23%	\$20.00
781651	5	\$15.50	\$77.50	\$100.00	23%	\$20.00
781652	10	\$15.50	\$155.00	\$200.00	23%	\$20.00
781653	25	\$15.50	\$387.50	\$500.00	23%	\$20.00
781654	5	\$17.50	\$87.50	\$115.00	24%	\$23.00
781655	10	\$17.50	\$175.00	\$230.00	24%	\$23.00
781656	25	\$17.50	\$437.50	\$575.00	24%	\$23.00

Volume pricing available for 250 incidents or more. Please contact your Tech Data Sales Team.

