



## Tech Data's Incident-Based SMARTSupport Service

The next time you have a technical support issue you can't resolve, don't waste time holding on the phone with numerous hardware manufacturers or software publishers. Save time and get results with Tech Data's high-priority incident-based SMARTSupport service. You'll enjoy immediate access to Tech Data's staff of certified Novell, Microsoft, SCO Unix, Apple and IBM systems engineers.

### Why SMARTSupport?

- Get priority response on technical issues relating to 45,000 products, including products from IBM, Cisco and Compaq.
- Save time and money by making one call for your technical support needs.
- The perfect solution for emergency software or hardware questions.

### Technical experts at your service

- Get immediate access to over 80 highly qualified technicians, including Novell CNEs, SCO ACEs and Microsoft Certified System Engineers.
- 1997 CRN/Ruzinsky Research industry leader for Post-Sales Technical Support.

### Available seven-days a week

- Available Monday through Friday, 8 a.m. to 9 p.m. EST, and 9 a.m. to 5 p.m. EST on weekends.
- Accessed via a special toll-free 800 number.

### Easy to order

- SMARTSupport is available in 1, 5, 10, 25, 50, 100 and 250-incident pack sizes.
- Multi-pack pricing means the more incidents you purchase, the better the price.
- One-year expiration date for incident pack sizes 1-50; 2-year expiration date for incident pack sizes 100 and 250.
- To purchase an incident pack, simply call your Tech Data inside sales representative and order the number of incidents you anticipate using.

<u>TD#s</u>	<u># of incidents</u>
SS0001	1 incident
SS0005	5 incidents
SS0010	10 incidents
SS0025	25 incidents
SS0050	50 incidents
SS0100	100 incidents
SS0250	250 incidents

### How to find out more

- Contact your Tech Data sales representative or call 800-237-8931, ext. 85454
- Visit the SMARTSupport section under Tech Info at Tech Data's Web site, [www.techdata.com](http://www.techdata.com)

**SMARTSupport** — the **SMART** way to purchase technical support!