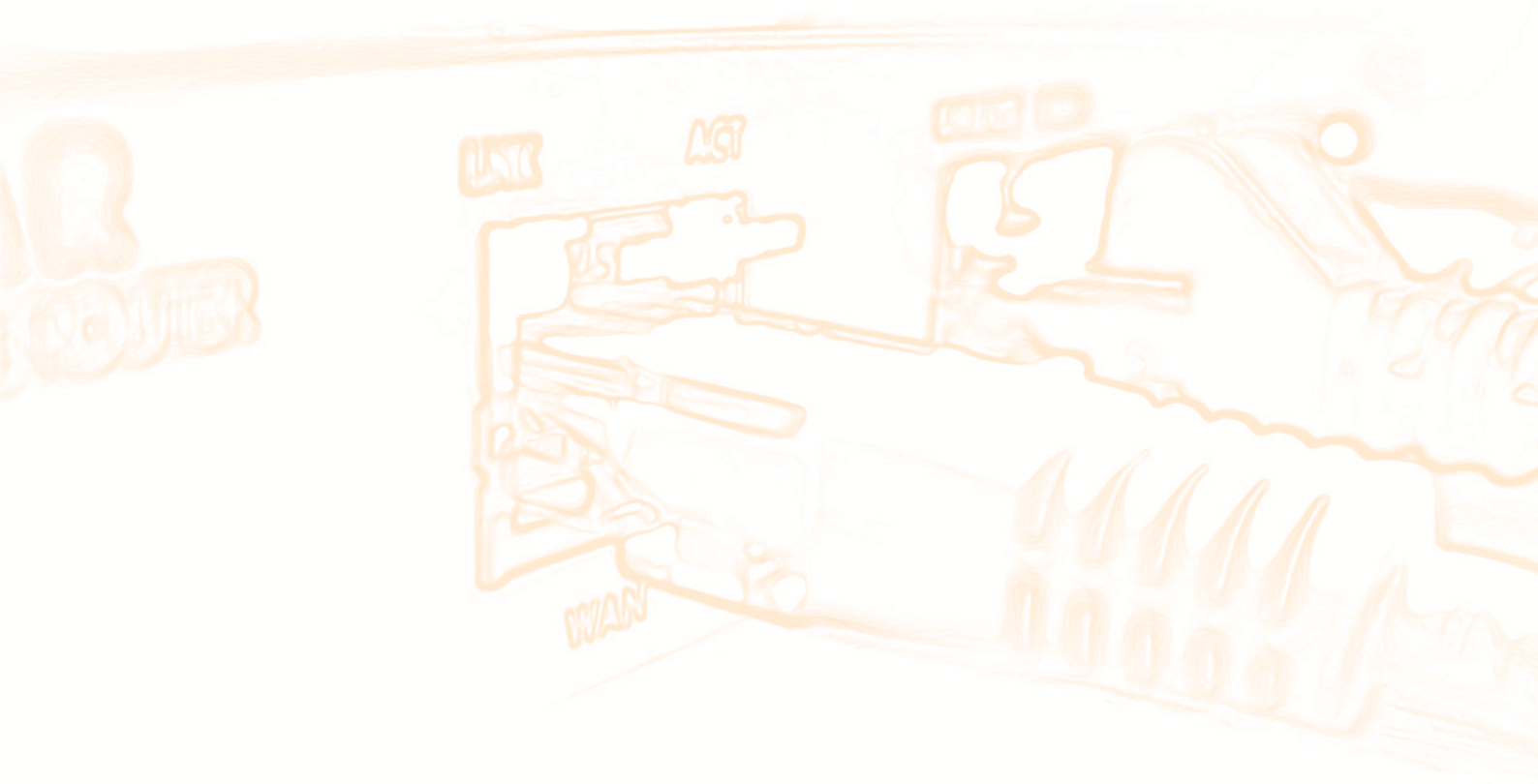


P r o f e s s i o n a l S e r v i c e s





Professional Services

For most solution providers today, business growth comes primarily from service opportunities. Many can be found among existing customers. Others can open the door to new customer relationships. All require a substantial dedication of resources, technical staff, time and expertise that must be continually updated.

Comstor Professional Services Are Designed To:

-  Augment and compliment your current capabilities
-  Extend your geographic reach
-  Provide you with hard to find technical specialties
-  Pursue new market opportunities with no capital investment

Staging

Comstor can carry out complete configuration and testing of all routers, switches and other microcomputer products for you, including memory, module and software upgrades. We offer comprehensive Staging and Configuration services to ensure your customers' satisfaction and protect against DOAs or improper configurations. We have specially designed laboratories to carry out the services.

Comstor staging services are:

Reliable

Our manufacturer-certified engineers verify the hardware configuration, load the customer designated software and install the necessary memory, network modules or line cards into the chassis. After assembly, the unit is powered-on and all components are checked to ensure they are recognized and operating properly.

Fast

Products are configured to your requirements within a week.

Quality at a lower cost

Experienced engineering and technology deployment minimises the risk of DOA units, while handling and installation costs for technical products are reduced.

Easy

Staging services include receipt, storage, unpacking, configuring, testing, repacking and dispatch to the customer.



Professional Services

Installation

Comstor can provide you with certified on-site engineers to install and configure the products at the end-user's site. Comstor installation services include:

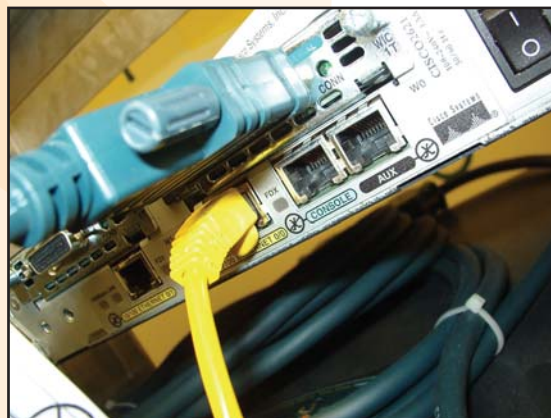
- Site audits
- Pre installation checks
- Knowledge transfer sessions
- Post installation support
- Troubleshooting
- Training

We carefully consider and review everything it takes to deploy and run your network. Our Installation Services improve your time to profitability by reducing the installation time.

PROFESSIONAL SERVICES

ServiceVantage

install shield



Maintenance

We offer an on-going maintenance post installation support strategy that ensures your network is operating at peak efficiency.

Comstor offers 7x24x365 responsive support wherever you need it. Our maintenance services are part of a continual development and enhancement program that reflect the most up-to-date industry standards. Our offerings of customized services give you the flexibility to choose the level of support your business needs to manage investments and maximize operational performance.

Plus-4

- 8 hours by 5 days by 4 hours coverage
- Dispatch of replacement product to the end-user's site within 4 working hours of receiving request

Plus-4 Shield

- 24 hours by 7 days by 4 hours coverage
- Dispatch of replacement product to the end-user's site within 4 working hours of receiving request

PROFESSIONAL SERVICES

ServiceVantage

maintain shield

Plus Benefits

	Plus4	Plus4 Shield
365 days Support	✗	✓
Software Upgrade Patches	✓	✓
Parts Replacement or Equivalent (within 4hrs)	✓	✓
Telephone Support	✓	✓
Preventive Maintenance	✓	✓
Email Support	✓	✓



Professional Services

Pro-4

- 8 hours by 5 days by 4 hours coverage
- Dispatch of replacement product to the end-user's site within 4 working hours of receiving request
- A qualified engineer will be dispatched within the same time scale to service the fault reported

Pro-4 Shield

- 24 hours by 7 days by 4 hours coverage
- Dispatch of replacement product to the end-user's site within 8 working hours of receiving request
- A qualified engineer will be dispatched within the same time scale to service the fault reported

Pro Benefits

	Pro4	Pro4 Shield
365 days Support	✗	✓
Software Upgrade Patches	✓	✓
Parts Replacement or Equivalent (within 4hrs)	✓	✓
Engineer Onsite Support	✓	✓
Telephone Support	✓	✓
Email Support	✓	✓



Want to know more?

Find out how we can help you achieve your objectives.

Call your respective Comstor's Account Manager at **65-6286 8186** or email us at **services@comstor.com.sg** for more information about our services.