

Systems Trouble Shooting

Trouble Shooting Support identifies the cause of problems



Overview

It is sometimes difficult to pinpoint the cause of problems caused by hardware, operating systems, software, operator error, cabling, installation, design, environment, or common carrier. The Systems Trouble Shooting Support option is designed to extend hardware maintenance technical service to include trouble shooting problems to the point where cause and responsibility to correct the problem are determined.

Features and Benefits

- Remote online Technical Support to assist in analyzing and correcting difficult network and system problems
- On-Site Systems Engineering Support to assist in trouble shooting difficult network and system problems
- On-site or telephone coordination of trouble shooting with other professionals.

Pricing

The price for this option depends on the size and complexity of the system and the portion of all equipment covered. In general, the more complex the system, the greater the cost of this product. For a given system, whatever its complexity, the cost will be less when a larger portion of the system is covered. Contact our sales representative for details.

Limitations

This service is often carried out in conjunction with software consultants, systems engineers, and system administrators; it is not a replacement for those other experts. Rather, it ensures that hardware engineers will work as part of the team to trouble shoot complex problems at no further cost to you ◆

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