



BizTech Expert Help Desk:

Enhance your customer service and increase margins without making any investments in staff or resources. TDOncall lets you offer customers 24-hour or business-hours-only help desk support for most leading hardware and software solutions. Ideal for SMB accounts with little or no technical staff, TDOncall help desk support services are delivered by the experienced and established technicians at BMC Solutions. Enhance your revenue by offering TDOncall help desk support, and make sure your customers have the support they need when they need it.

Level 1 Help Desk:

TDOncall offers two versions of its Level 1 Help Desk, 8x5 and 24x7. While the schedules and pricing differ, both share identical features:

- Full online and telephone support
- Real time tracking of all calls
- Unlimited incidents
- Annual fee
- 90 percent live answer rate
- 85 percent first call resolution rate

8x5 – TD Part # 765624 - \$50.00/entitlement

Business hours are 8 am to 5 pm Eastern, Central, Mountain, Pacific, & Atlantic time zones.

24x7 – TD Part # 619731 - \$105/entitlement

24 hours a day, 365 days per year!

Level 2 Help Desk (Microsoft Support Only):

For more complicated issues arising with Microsoft based products, TDOncall also offers a Level 2 Microsoft help desk solution during business hours only. The following applications are covered:

Windows 98, ME, & XP
 * Office 97, 2000, & XP
 * Word 2000
 * Excel 2000
 * Outlook 2000
 * PowerPoint
 Internet Explorer 5.x, 6.x

NT Server 4/NT Workstation 4
 Win 2000 Server/2000 Pro
 Win 2000 Server/SBS 2003
 IIS v4.0, v5.0, & v6.0
 MS Terminal Services
 Windows XP Professional
 Proxy Server 2.0
 Microsoft Exchange Server

Pricing Structure		
Incidents	TD #	Price
5	62532B	\$735.00
10	62533B	\$1,441.00
25	62534B	\$3,382.00

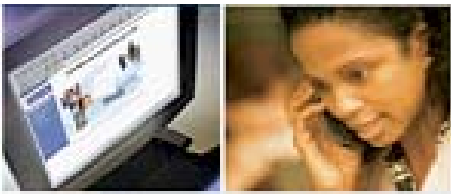
* Installation Only

Contact TDOncall

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Fax: 727-571-9127

Email: tdoncall@techdata.com



BizTech supports the following:

Applications:

Microsoft Office
Word
Excel
PowerPoint
Access
Front Page
MS Outlook
Outlook Express
MS Netmeeting
MS Works
MS Media Player
MS Publisher
Internet Explorer
America Online
Netscape Navigator
Intuit Quicken
Intuit QuickBooks
Intuit TurboTax
FTP Clients
Dialup Networking
RealPlayer
MS Money
MS Visio
PcANYWHERE
WinFaxPro
GoldMine
ACT!
Acrobat
Print Shop
Eudora Mail
Corel Gallery
Printmaster
Corel Office
Word Perfect
LapLink
AppleWorks
ClarisWorks
Lotus Suite
Lotus Ami Pro
McAfee
Norton System Works
WinZip
Nero Burning ROM
Adaptec EasyCD Creator
Adaptec Toast
Palm Desktop
Franklin Planner (Outlook)
Lotus Smart Suite

PC Brands:

IBM HP
Compaq Dell
EMachines Packard Bell
Toshiba Sony
Acer Micron
AST Fujitsu
NEC Gateway
Epson Winbook
NEC Custom & Clones

Platforms:

Desktop PCs & Compatibles
Laptops & Handhelds

Devices:

Printers CD-ROMs
Monitors CD / DVD-Writers
Scanners DVDs
Modems Sound Cards
Network Cards Video Cards
DSL / Cable USB Devices
SCSI Devices Zip / Jazz Drives

Operating Systems:

MSDOS Windows 3.x
Windows 95 Windows 98
Windows 98 SE Windows NT
Windows ME Windows 2000
Windows XP Windows CE