

# Hardware Maintenance

## No Extra Charges

Your PBSI Hardware Maintenance Agreement includes all parts, labor, travel and loaner equipment.

## On-site Services

PBSI maintains a large staff of field engineers to provide service in your office. If your system is down, it will be given priority service.

## PBSI Response Time Guarantee

We back up our promises with commitment. PBSI *guarantees* that within 2–4 business hours of receiving a critical service call, we will be on site. If your system is inoperable for more than ten PBSI business hours, we will provide one month's free hardware maintenance for all components covered under our agreement.

## Remote Diagnostic Service

When you suspect a problem, a PBSI field engineer can run remote diagnostic programs via the Internet, directly linking to your computer. This frequently enables us to identify the problem *before* we dispatch a field engineer to your office.

## Right Part First Visit

As a result of using remote diagnostics, your field engineer will normally arrive with the correct replacement part on the first visit or provide an adequate replacement until repairs can be made—a significant factor in avoiding downtime.

## Guaranteed Spare Parts

PBSI maintains a spare parts inventory. This eliminates waiting overnight for parts shipments - avoiding unnecessary downtime.

## Crash Prevention Service

Customer may request an annual preventive maintenance site visit. We'll run a series of tests that identifies disk problems, *before the problem becomes evident to you*. This unique service could save you hours—or perhaps days—of down time.

## Free Loaner Equipment

If a system component fails and we cannot repair it immediately, we will supply loaner equipment so you can continue with your normal operations. There is no charge for equipment loan, delivery, or pickup.

## Data File Recovery Service

If you should ever have a disk error that requires data to be recovered from a backup, a PBSI field engineer will perform the recovery from backup, at no charge. Most maintenance agreements do not provide this service at all, or provide the option at extra cost.

## Free Help Desk Support

For customers who have purchased a PBSI hardware maintenance agreement, access to our toll-free hot line is available at no charge for any covered hardware related issue.

## Virus & Security Help Desk Support

For customers using PBSI-supplied SonicWall firewall and anti-virus security suite, PBSI provides free help desk phone support.

## Items Not Covered

Onsite labor related to hardware additions, changes or moves; non-covered hardware; labor related to Windows® software, and on-site virus/spyware PC cleanup.

## Guaranteed Lower Rates

Any client with a PBSI hardware maintenance agreement receives a \$40 per hour discount on any hardware or software service that is requested and performed on an hourly basis.

## Guaranteed Maximum Cost

As any investor can attest, there is value in the elimination of financial risk. A PBSI maintenance agreement eliminates risk.

## Results: The Bottom Line

With PBSI hardware maintenance, you can depend on sure answers, quick response, and positive results.



**PBSI—Positive Business Solutions, Inc.**

11880 Kemper Springs Dr.

Cincinnati, OH 45240

(513)772-2255

(800)626-2306

*“Helping clients achieve success – since 1983”*