



Can service increase customer loyalty, server uptime, and revenues?

Build your relationships with customers by selling service with every server.



Let service and support for Intel® Server Products help grow your business.

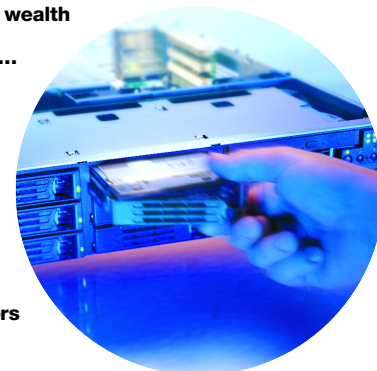
Selling service is the best way to cement customer loyalty. It's also a great way to increase revenues and improve server uptime. Combine your own service offerings with Intel's to stand out in the crowd, win deals, and stabilize your revenue stream.



- **Increase customer satisfaction and loyalty** by keeping a well-stocked service department using Intel's comprehensive spares replenishment programs. With Intel's help, you can offer a range of services to fit every customer's need.
- **Enhance your revenues** by generating a steady flow of service and warranty revenues, using Intel's 24x7 Web and technical support to win bids, and increasing customer retention and referrals.
- **Reduce server downtime** through remote diagnosis, faster repair, server management, and technical training for your support team.

"We have access to a wealth of support from Intel... in addition to 24x7 telephone support, Web support, and an outstanding three-year warranty on all products. Other vendors just do not have the resources that Intel has."

Ken Goulet, Server Product Marketing Manager, Equus Computer Systems



Mix and match Intel Server Products' service and support programs to deliver the benefits your customers need, differentiate yourself, and increase profits!

Intel Server Products Service and Support¹

	Intel® Service and Support Solutions	Benefits	Features	Cost to Integrator	For more information
Reduce Server Downtime	Intel® Server Maintenance and Reference Training (SMaRT) Tool	<ul style="list-style-type: none"> Reduce server downtime Accelerate repairs Simplify integration Enhance training Educate customers 	<ul style="list-style-type: none"> Interactive CD that helps you quickly service Intel Server Products Valuable training, sales, and integration tool 	No additional	www.intel.com/go/smart
	Intel® Server Management	<ul style="list-style-type: none"> Reduce server downtime Lower support costs Boost customer confidence Eliminate remote management card Increase revenues 	<ul style="list-style-type: none"> Proactive monitoring of server hardware and software Remotely manage one or thousands of servers 	No additional	www.intel.com/go/server_management
	Intel® Server Training	<ul style="list-style-type: none"> Reduce server downtime Reduce support costs Resolve problems faster Simplify integration Accelerate repairs Create new solutions 	<ul style="list-style-type: none"> Web-based and classroom trainings and seminars Best-known maintenance methods Hands-on experience building specific solutions Learn effective sales strategies 	Varies by course	www.intel.com/training
Increase Revenues	Intel® Advanced Warranty Replacement (AWR)¹ Program and Three-Year Limited Warranty	<ul style="list-style-type: none"> Increase revenues Competitive same-day service Accelerate repairs 	<ul style="list-style-type: none"> Fast replacement of in-warranty components Request replacement before returning defective part Easy online warranty request tool 	No additional	http://support.intel.com/support/go/server_service/
	Intel® Online Technical Support	<ul style="list-style-type: none"> Increase revenues Increase customer peace of mind Resolve technical issues quickly Get the software update information you need, when you need it 	<ul style="list-style-type: none"> Download software, drivers, and utilities Troubleshooting and installation guides View tested third-party compatibility lists Access to warranty replacement and support contact information Intel® Technical Notifications allow for personalized, proactive service alerts 	No additional	www.intel.com/support/motherboards/server/index.htm
	Intel® Technical Phone Support	<ul style="list-style-type: none"> Increase revenues Increase customer peace of mind Resolve technical issues quickly 	<ul style="list-style-type: none"> Intel factory expertise a phone call away Call any time of the day or night² 	No additional	http://www.intel.com/support/feedback.htm 866-655-6565 ²
Increase Customer Satisfaction	Intel® Server Parts on Shop IntelSM	<ul style="list-style-type: none"> Increase customer satisfaction and loyalty Fast, easy way to order spares, accessories, and product Prompt delivery Less server downtime 	<ul style="list-style-type: none"> Buy spares, accessories, and product quickly and simply from around the world Easy credit card ordering Three shipping options, including overnight delivery³ 	Price of spare part	www.shop-intel.com , Server Parts
	Intel® Spares Kits	<ul style="list-style-type: none"> Increase customer satisfaction and loyalty Provide cost-effective, same-day service Reduce server downtime Increase revenues 	<ul style="list-style-type: none"> Individually wrapped spare chassis components Kit rebates during first 90 days of chassis availability Service up to 50 servers with one kit 	Kit prices	http://support.intel.com/support/go/server_service/
	Intel® Spares Estimation Tool	<ul style="list-style-type: none"> Increase customer satisfaction and loyalty Optimize inventory levels and purchasing dollars 	<ul style="list-style-type: none"> Obtain recommended spares stocking levels based on product and inventory levels 	No additional	http://setool.intel.com/spares_est/

1. Service and support availability varies by Intel® Channel Program Membership status. Please visit www.intel.com/reseller for eligibility requirements.

2. Available in English only. This is a worldwide number, although an AT&T country code is required as a prefix outside the United States. Availability varies by Intel® Channel Membership status. Please visit www.intel.com/reseller for eligibility requirements.

3. Overnight delivery available in the United States only. For complete shipping information, including supported countries, please visit Shop Intel's Customer Service site at: <http://www.shop-intel.com/shop/customerservice.asp>

**Take the lead in customer satisfaction and revenues
by selling service with every server.**

**Learn more about Intel Server Products service and support solutions by visiting
http://support.intel.com/support/go/server_service/**



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