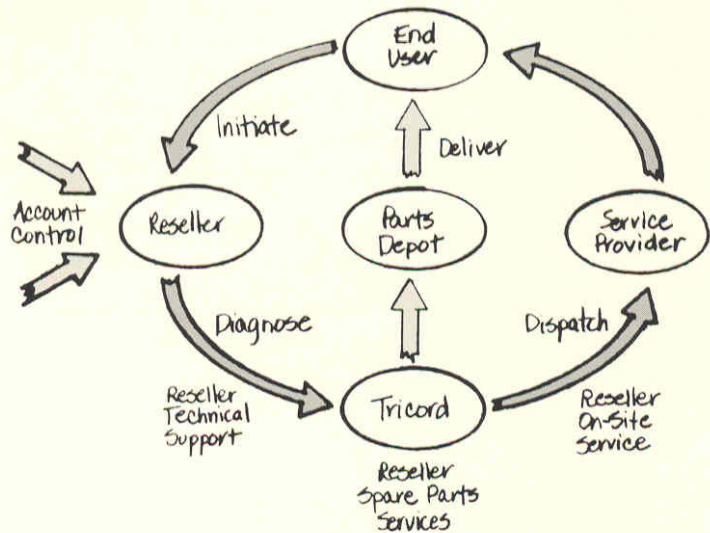


**Tricord Support Services:  
Designed to Optimize Growth  
and Profitability**

**Highlights**

- Unrestricted reseller technical support via toll free Response Line and On-Line Database provides quick solutions.
- Priority parts delivery saves you inventory investment.
- Nationwide maintenance assures consistent, high-quality service, and allows you to expand your market.
- Diskette and video-based training allows you to train multiple students at their own pace in their own environment.
- Access to the Tricord Systems Characterization Lab provides a low-cost alternative to building and staffing your own lab.



**Tricord Support Services**

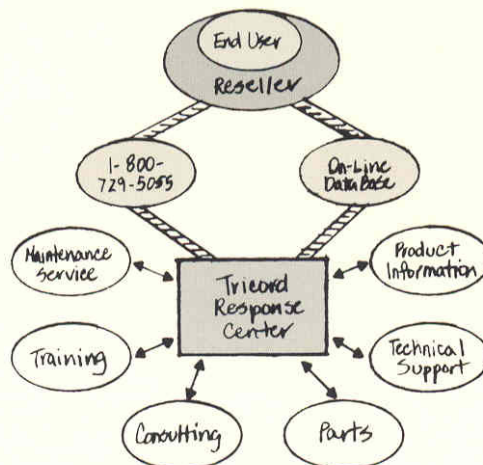
Tricord Customer Service's mission is to assist resellers in enabling end users to realize full value from their Tricord products. Our feature-rich reseller support services are flexible in design and allow you to retain maximum account control.

Tricord's unique implementation of Support Services provides real value for our resellers with Technical Support, Spare Parts Services, On-Site Maintenance, Training, and Lab Access. Our Support Services are designed to stimulate reseller growth profitably, by allowing you to give your customers full confidence in your solution with minimal overhead cost to you.

**Technical Support**

**Leverage Tricord Resources to Support Your Customers**

Tricord provides technical support via our toll free Response Line, 1-800-729-5055.



The Tricord Response Center has been designed as the "gateway" to the extensive support resources of Tricord. There are two primary paths into these support resources - a toll free 800# and an on-line database.

We offer unrestricted reseller support call privileges - no meter running, no maximum number of callers.

Our front line hardware and software support people are experienced, hands-on personnel, not script readers. They are backed by the design team, providing the shortest possible escalation path for quicker answers — especially on the tough questions. Our goal is to serve resellers on their first call — *no callbacks!*

Privileged access to the Tricord On-Line Database gives you instant, local access to the latest in Technical Bulletins. Through our Systems Characterization Lab, we've assembled a wealth of information on tested hardware and software products that plug and play with Tricord's open architecture. A Verified Products List and Performance Optimizer, also on-line, tell you what products have been tested and how to tune them for optimum performance.

The On-Line Parts and Reseller Directories provide further value-added privileges for resellers. A full library with automatic update service rounds out Tricord's Reseller Technical Support offering. Our resellers can't "forget" to order the latest publication revisions.



## Spare Parts Services

### Never an Inventory Investment, Plus Current Revision Parts Assurance

So that you won't have to invest in inventory, Tricord maintains a dedicated reseller spare parts float to ensure delivery anywhere in the USA through Tricord's priority parts delivery service. For post-warranty coverage, Tricord offers a full parts contract. This gives you a vehicle to sell multiple year "warranty" coverage to end users with *no investment*.

## Nationwide Service

### Broaden Your Sales Territory

By aligning with a major computer equipment maintainer, Tricord allows you to support your customers with consistent, high-quality, on-site service for Tricord products nationwide. Additionally, this feature allows you to expand your market by selling with confidence outside your own backyard.

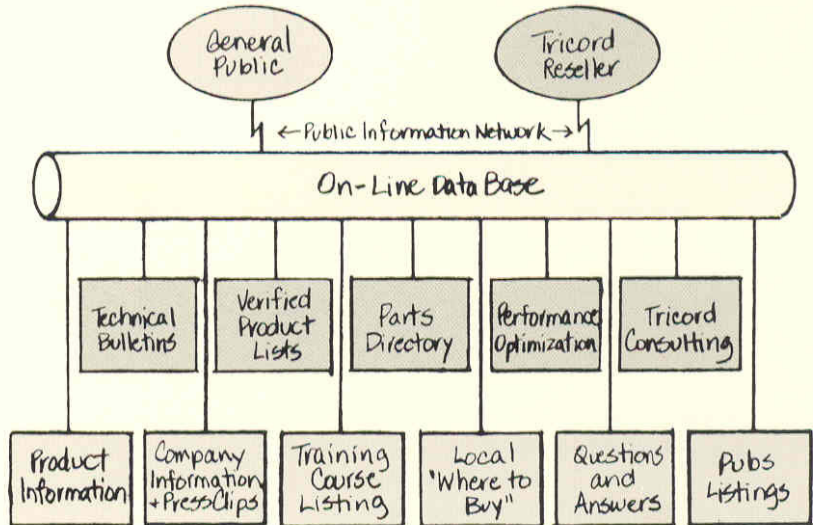
Tricord's buying power for these maintenance services allows attractive margins for you when contracting with end users. You benefit further by keeping your support staff "in-house" serving multiple end users by phone versus only one on-site. So that you maintain control and manageability, Tricord will provide summary reports of these activities at preset intervals or upon request.

## Training Services

### Increase Training Profits with Tricord Courseware

Tricord has implemented training on both diskette and videotape platforms, allowing customers to train multiple students at their own pace, in their own work environment. Since reseller discounts apply, direct resale of Tricord courseware to end users offers attractive margin opportunity.

The diskette-based "PowerFrame Installation, Operation, and System Administration" course provides students with information to



Tricord has established a valuable on-line repository of information about distributed computing, Tricord products, and additional useful technical information.

install and configure the PowerFrame, initiate system operation, and perform basic system administration functions.

Video-based courses are available to address system troubleshooting, repair, and replacement procedures. These are of particular value to reseller support personnel as well as self-maintainers.

## Lab Access

We have expanded the usual role of our Systems Characterization Lab beyond our own simulation and benchmark activity. Resellers are now offered access to the resources of the lab on a scheduled basis.

This extension of reseller resources is a low-cost alternative to building and staffing your

own lab. You can benefit by using these services as an alternative to no-bidding or "guestimating" large opportunities involving special integration requirements.

## Increase Your Sales and Success

Tricord Support Services are designed to help you realize your full sales potential and profitability. The comprehensive, yet flexible, services will enable your end users to realize full potential from Tricord products and establish you as their solutions provider.

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