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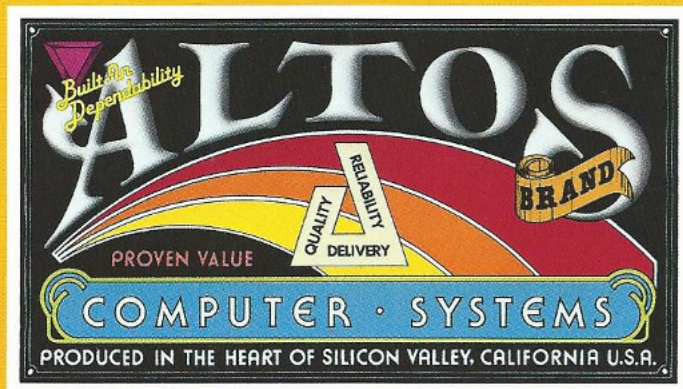
The Altos Service Support Program

Nationwide Maintenance Services from
THE PROFESSIONALS



A Company Called TRW

Customer Service Division
TRW Communications Group



The Altos Service Support Program—

A comprehensive program that helps you sell, service and satisfy your Altos computer customers.

Service when you and your customers need it.

Prospective computer customers are concerned about service. They're making a substantial capital investment, increasing their dependency on new equipment and procedures, and entering a world filled with unknowns. The ALTOS SERVICE SUPPORT PROGRAM reduces their perceived risk. It gives them—and you—the security and comfort of a comprehensive service.

The ALTOS SERVICE SUPPORT PROGRAM is maintained by the world's largest independent service company—the Customer Service Division of TRW, Inc. And we let your prospects and customers know it.

Window decals, counter cards, posters and other merchandising materials telegraph your commitment to service. For many prospects, this immediately satisfies their concerns. And if they want more information, service sales aids and literature help you tell the service story.

After the sale, a continuing series of service letters are sent to your customers, with copies to you, maintaining the relationship.

There's more. Service customers frequently ask about new and related products to add to their system. As part of TRW's marketing support program, these written sales leads are promptly turned over to you.

Quality Service

The Customer Service Division of TRW, Inc. is the authorized national service organization for Altos computers. This nationwide organization is staffed by more than 2,300 field technicians. Their average field experience—more than ten years. And these technicians are backed by district and regional product support specialists, computerized parts inventories, and depot service.

The best service is fast service. Field technicians are locally dispatched. Local management responds to special concerns you or your customer may have. Parts are stocked and tracked on a local basis. And when extra help is needed, a nationwide communications network delivers fast solutions.



Service

Installation, warranty support, and maintenance contracts

This service is available in a wide selection of plans. All are fully supported by Altos and TRW. You can tailor your service offerings to fit you and your customers' individual needs. Options include:

- Standard maintenance contracts
- Warranty service
 - On-site contract
 - On-site per call labor charge
 - Depot repair
- Per call (time and materials)
- Depot level repair
 - Guaranteed nationwide repair prices
 - Depot maintenance contract
- Optional after-hours service (in certain areas)
- Installation and relocations
- Total system configuration support, including CRTs and printers (selected manufacturers)

Quick software solutions

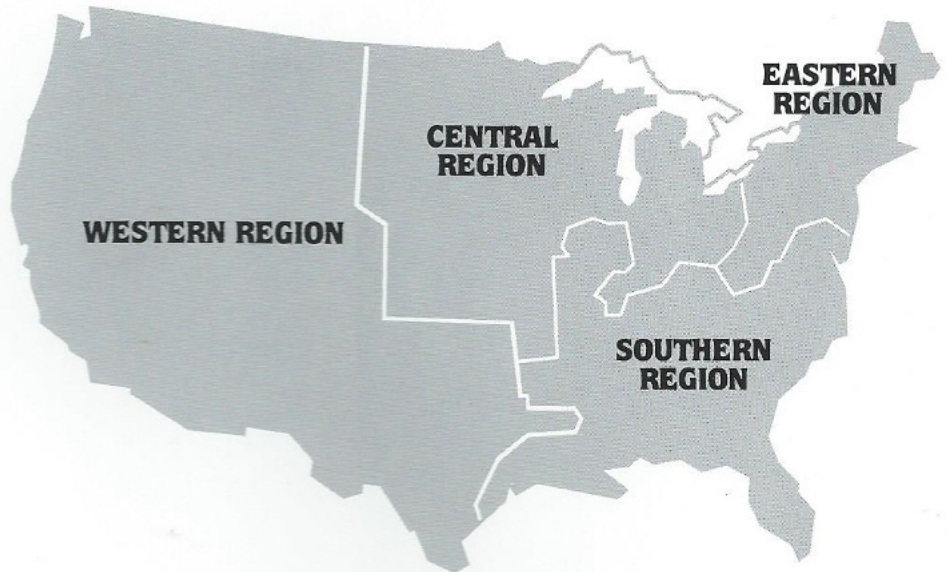
While TRW provides comprehensive hardware repair and maintenance services, software problems are best handled at the dealer-distributor or OEM level. Typically, when the dealer reviews the loading or operating procedures, the end-user will be back online. If a problem can't be solved in this manner, Altos technical support specialists for operating systems, languages and application programs are available to dealers and OEMs by telephone. For further information, call Altos customer service at (408) 942-0555.

How you can participate in The Altos Service Support Program

This program is available to all organizations purchasing Altos computers for resale. Unlike many service programs, however, you can tailor the service to meet your special requirements. And you can work directly with TRW to set up your own service approach. For example, as a participant in the program, you qualify for a discounted installation rate and can establish your own end-user pricing. Ongoing maintenance contracts are between the end-user and TRW, adding value to the client relationship.

The program is in operation in 30 major business centers. Other locations are being added weekly.

ATLANTA
BALTIMORE
BOSTON
CHICAGO (NORTH)
CHICAGO (SOUTH)
CINCINNATI
CLEVELAND
COLUMBUS
DALLAS
DENVER
DETROIT
HARTFORD
HOUSTON
INDIANAPOLIS
KANSAS CITY
LOS ANGELES
MIAMI
MILWAUKEE
MINNEAPOLIS
NEW YORK CITY
ORLANDO
PHILADELPHIA
PHOENIX
PORTLAND
ROCHESTER
SAN DIEGO
SAN FRANCISCO
SCARSDALE
SEATTLE
TAMPA



To learn more about how the Altos Service Support Program can help your business, call your TRW Customer Service Division regional office.

WESTERN REGION

Jean Riopel
TRW Customer Service Division
8305 Southwest Cirrus Drive
Beaverton, Oregon 97005
Telephone (503) 644-7638

CENTRAL REGION

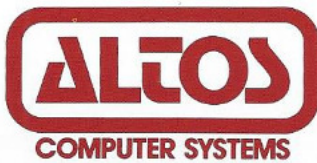
Chuck Horvath, Willie Lemie
TRW Customer Service Division
100 Bliss Drive
Oak Brook, Illinois 60521
Telephone (312) 986-6450

EASTERN REGION

Jack Clancy, Howard Delinski
TRW Customer Service Division
One Lethbridge Plaza
Mahwah, New Jersey 07430
Telephone (201) 529-4700

SOUTHERN REGION

Jim Martin, John Wade
TRW Customer Service Division
5924 Peachtree Corners East
P.O. Box 748
Norcross, Georgia 30091
Telephone (404) 449-7548



2360 Bering Drive, San Jose, California 95131
Telephone (408) 942-0555

701 Westchester Avenue, Suite 3, White Plains, New York 10603
Telephone (914) 681-0102

999 Plaza Drive, Suite 400, Schaumburg, Illinois 60195
Telephone (312) 490-1014

5501 LBJ Freeway, Suite 500, Dallas, Texas 75240
Telephone (214) 458-2305

7927 Jones Branch Drive, McClean, Virginia 22102
Telephone (703) 448-9087