

YOUR HP SERVICE ALTERNATIVE



COMMERX COMPUTER SERVICES INC.
PROVIDING HIGH QUALITY SERVICE ON HP EQUIPMENT SINCE 1992.
280 Britannia Road East, Mississauga, Ontario L4Z 1S6 905-712-8010 ext.253

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WHO WE ARE

Commerx Computer Services Inc. was established in 1992 to provide a high quality and economical alternative for maintenance on HP 3000 and HP 9000 systems. We have grown steadily, and now support over 60 companies in the Greater Toronto Area.

Our goal is to employ the best resources available to help you reduce system failures and ensure the fastest possible repair times. Our uninterrupted success at delivering high customer satisfaction is our proof that we consistently meet this goal.

DEPLOYING THE RESOURCES YOU NEED

Keeping users happy and productive is your business. It's our job to provide you with the resources you need to meet your availability targets. This means having an organization capable of supporting you 24 hours a day, 7 days a week. Here are some of the ways we minimize downtime:

- > We only hire qualified senior technicians who have a minimum of 4-years experience on HP 3000 and 9000 equipment.
- > We keep a thorough inventory of spare parts, enabling us to provide hot swaps if necessary.
- > We assign a primary technician who becomes totally familiar with your site and special requirements.
- > You receive direct pager access to your dedicated engineer. There are no help desks or screeners to slow down the process of getting help quickly.

By keeping things simple, we make sure that there are no barriers between our best resources and our customers.

STRAIGHTFORWARD BUSINESS THE COMMERX WAY

Providing maintenance service on the systems that support your business is a matter of trust that we take very seriously. We know that our customers rely on us not only for our technical competence, but on our willingness to conduct business in a fair and transparent manner. Service is our only business. We have no hidden agendas, no sunset clauses, and no exclusions that will take you by surprise. We tell it like it is, and make the business relationship as simple as possible.

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OUR SERVICE PLANS – FINDING THE RIGHT FIT⁸

Our plans reinforce the highest standards of service available in North America. We allow you the flexibility to receive the commitment you require for your most critical equipment, while reducing your costs on equipment that is less critical. Whatever your choice, our offerings are designed to deliver maximum value for your maintenance dollar:

Commerx Platinum:

This plan provides our highest level of hardware support. Designed for your most critical systems, it includes:

- > 24 / 7 Coverage with 2-Hour On-site Response
- > Bi-annual Preventive Maintenance
- > Quarterly Service Advisory Consultations
- > Disaster Recovery Assistance
- > Dedicated Primary Customer Engineer
- > Parts and labour for all remedial incidents

Commerx Gold:

This plan provides our highest level of hardware support. Designed for your most critical systems, it includes:

- > Our standard plan for critical systems includes:
- > Weekday 08:30-21:00 coverage, 4-Hour On-site response
- > 4-Hour After Hours Work-Through Window
- > Bi-annual Preventive Maintenance
- > Bi-annual Service Advisory Consultations
- > Dedicated Primary Customer Engineer
- > Parts and labour for all remedial incidents

Commerx Silver:

Designed for peripherals and non-critical equipment:

- > Weekday 08:30 – 17:00 coverage, next day service
- > Bi-annual Preventive Maintenance
- > Dedicated Primary Customer Engineer
- > Parts and labour for all remedial incidents

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Commerx Platinum:

This plan provides our highest level of hardware support. Designed for your most critical systems, it includes:

- > 24 / 7 Coverage with 2-Hour On-site Response
- > Bi-annual Preventive Maintenance
- > Quarterly Service Advisory Consultations
- > Disaster Recovery Assistance
- > Dedicated Primary Customer Engineer
- > Parts and labour for all remedial incidents

Commerx Bronze:

Basic service for customers with spare peripherals:

- > Scheduled weekly visits as required during normal business hours
- > Parts and labour for all remedial incidents

TIME AND MATERIALS WORK

We are always available to our customers to do work on a time-and-materials basis. This includes upgrades, system rebuilds, and the installation of new components and peripherals.

PREVENTIVE MAINTENANCE – PART OF THE SERVICE PARTNERSHIP

Study after study has shown that preventive maintenance reduces failure rates, but few service organizations take the trouble to actually deliver this vital service component. At Commerx, we see reducing downtime as a long term partnership, and we strictly follow the HP guidelines for preventive maintenance. In addition to reducing downtime, this helps us spot situations which could lead to failure later on, and keep familiar with your site.

DISASTER RECOVERY SUPPORT

For customers who need extra protection against extended downtime, we offer disaster recovery support in case of an emergency affecting your entire installation. Using our hot-site facility in Mississauga, we will build a dedicated system that can be immediately restored with your data, and connected by telecommunications link to your users.

MOVES AND INSTALLATIONS

We are frequently asked to assist with moves and reconfigurations. Our technicians can help you get up and running quickly at your new site, and perform all the necessary diagnostics to ensure that there was no damage during shipment, and there are no cabling or other errors in the new set up.

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PC'S AND NETWORKING

Our responsibility does not end with your HP systems. Commerx looks at the big picture, and our expertise includes Cisco and Microsoft networking. We have expertise with all major software packages including Windows 2000, Windows NT 4.0, ME, '95, '98 and 2000 Small Business Server Edition. Our engineers can install, diagnose or maintain the operating system software on any of your business computers or servers.

CUSTOMER TESTIMONIALS

Here's what our customers are saying about Commerx.

"Our environment is critical, and for years we have counted on Commerx to keep our HP systems running smoothly."

- Mr. Pat Martino – MIS Manager, Fireco Inc.

"We have very high standards, and Commerx has proven that they can deliver."

- Don Erskine, Frito-Lay Canada (a Division of Pepsi Cola Canada)

"It has been a pleasure dealing with Commerx not only in a working relationship but with all the staff there."

- Joseph Chiappetta, Director Of Information Systems, Actra Fraternal Benefit Society

WHERE TO FIND US:

Our facility is located at 280 Britannia Road East, Mississauga, just south of Hwy 401 and several blocks east of Hwy 10.

For more information, please call Andy Penaflor, (905) 712-8010 x253