NCD Technical Support and Hardware Services

Overview

NCD's trained technical service and support staffs are committed to providing world-class expertise and assistance. NCD teams closely with sales partners to provide you with the resources needed to ensure successful product rollouts and to protect your investment in thin client technology. With an NCD service and support program in place, you can be assured that you will limit expensive downtime and maintain the high level of productivity expected from your thin client deployment.

NCD's technical support and hardware warranty repair programs are designed to assist with the installation, deployment, configuration and troubleshooting of your thin client environment, and to provide the security of extended warranty and expedited hardware replacement service. NCD also offers software maintenance programs to keep your deployment up-to-date with all current software revisions and patches.

Subscription Plus

NCD's Subscription Plus guarantees that you will have the latest ThinPATH software updates and patches, as well the technical assistance you require. With Subscription Plus, NCD technical experts will reply to your email support requests within 24 hours. NCD posts software updates to our web site for quick access to the very latest in patches, fixes and updates. You may choose to receive an automatic annual extension to your initial one-year purchase to ensure your NCD thin client products are always up-to-date and performing at the highest level possible.

Technical Support Contracts

NCD's technical support contract options are designed to provide the technical assistance that best fits your thin client needs. These programs provide not only email support but also live pick-up and 2-hour call-back telephone support. NCD's technical support contracts may be purchased in multiple incident packs on an annual basis. Telephone technical support contracts are offered only in north America. However, NCD's worldwide certified partners provide telephone support outside north America.

Multiple Incident Support – designed for north American[1] customers who want a year long phone and email support contract to ensure their technical staff has quick access to NCD thin client experts. A designated customer contact receives NCD product support a limited number of times, or for one year of service. Customers may choose from 5-, 10- or 30-incident packages and may also designate additional contacts for the 10- and 30-incident contracts.

Customers outside north America may purchase incident support from an NCD Diamond partner.

Live Pick-up or Two-hour Call Back – Choose the phone support program that meets your sense of urgency. With live pick-up, you are transferred to an NCD technical expert immediately; wait times average less than two minutes. With two-hour call back, NCD call center takes the details of your technical issue over the phone and assigns you an incident number. An NCD technical support engineer then phones you within two business hours of your initial contact.

Hardware Services Options

NCD offers multiple levels of warranty and repair services. One of the longest in the industry, NCD's standard warranty is three years.[2] Customers can extend this warranty as well as purchase uplift services that expedite the repairs and provide overnight replacements.

Extended Warranty – designed for companies that require investment protection beyond the standard 3-year warranty period. Customers have the option of extending the standard warranty to four or five years at any time during the initial warranty period.

Express Exchange - for companies that stock minimal spare components and cannot afford to be down more than 48 hours, this premium service ensures one-day delivery from notification on all units covered by Express Exchange.

1. Customers must have Subscription Plus for their NCD software in order to purchase incident support.
2. Does not apply to ThinSTAR Voyager.

Thinfrastructure

The following table lists NCD's current service options.

Product Code	Description
EXTBW-EU-1	Add 1 Year Extended Warranty to Standard 3-year Warranty
EXTBW-EU-2	Add 2 Years Extended Warranty to Standard 3-year warranty
EEBW-EU-1	Uplift Standard Warranty to Express Exchange for 1 Year
EEBW-EU-2	Uplift Standard Warranty to Express Exchange for 2 Year
EEBW-EU-3	Uplift Standard Warranty to Express Exchange for 3 Year
EXTEEBW-EU-1	Add 1 Year Extended Warranty with Express Exchange to Standard 3-year warranty
EXTEEBW-EU-2	Add 2 Years Extended Warranty with Express Exchange to Standard 3-year warranty
*	Per Incident Express Exchange

*Customers who are interested in the "Per-Incident-Express-Exchange" product should contact NCD Service directly. This product is sold directly to the customer and not through the distribution channel.

On-site Consulting

Many terminal server projects concentrate on the deployment of servers and central services. This is only part of the story, as much of the real cost of deploying a server-based computing environment is at the client. Using the NCD thin client deployment program, corporations can dramatically reduce the cost of deploying Windows-based Terminals, PC's, mobile computers, or other devices acting as thin clients.

NCD thin client deployment services include:

Consulting - impact assessment, rollout design, planning, and cost analysis, as well as

Technical Services - actual implementation and deployment assistance.

NCD or its partners provide onsite service on a weekly or daily basis to ensure your thin client products are deployed and operating at optimum performance.

Whether you need assistance in planning, installing, configuring or troubleshooting, NCD field engineers or certified partners can provide the onsite expertise required.

Educational Services

The NCD training department teams closely with our certified partners to provide NCD product educational programs. Please see the NCD training data sheet or contact your NCD certified reseller for more information.

Technical Services Contact Information

Email: support@ncd.com
Website: www.ncd.com/support

North America
Telephone: 503-431-8600
Fax: 503-639-3703

Europe (Hardware Services Only) Telephone		
Country	Code	Telephone
Austria	43	1 7956 73 64
Belgium	32	2 713 15 35
Denmark	45	3 848 72 01
Finland	358	9 693790 64
France	33	01 55 1741 04
Germany	49	69 5007 0040
Italy	39	02 696 334 65
Netherlands	31	20 346 9379
Norway	47	23 16 22 02
Spain	34	91 74976 45
Sweden	46	8 587 704 39
Switzerland	41	1 800 9243
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