



SPECTRUM SYSTEMS' TECHNICAL SUPPORT CENTER

As an HP-qualified and authorized business partner through the HP ASMP-S program, Spectrum Systems is allowed to be the single point of contact for our customers' HP Software support services needs. Spectrum's Technical Support Center customers benefit from the continued relationship and support services delivered by a local, **US-based**, trusted HP business partner. HP's ASMP-S program represents the highest level of collaboration between HP and specially selected business partners for the delivery of HP Software Support.

Spectrum understands the need to proactively resolve all issues during the initial support request. As result, we have staffed our support center with qualified HP-certified Support Engineers that are available during core business hours. As a customer of Spectrum's Support Center you will have direct access to high quality, responsive software technical support, resulting in maximum uptime and availability. Our work environment consists of several simulated environments to mirror our clients' configurations and aide in the troubleshooting process.

Spectrum's Technical Support includes telephone, email and web-based access to problem troubleshooting and resolution; advice on software features, installation, configuration and use; software documentation upgrades and patches for selected HP products. Our Support Team consists of seasoned engineers with skills and experience in the selected HP products and multi-platform environments. The team is organized into a product-specific structure with extensive troubleshooting experience in complex IT environments. This allows our engineers to identify and resolve problems and provide the quality support our customers have come to expect.

SUPPORT PLANS

Spectrum Systems' current offering consists of 9x5 and 24x7 Software Support. We provide you with direct access to qualified, **US-based** engineers during normal business hours and 24x7 on-line access to request support. Our system provides you with the ability to place, monitor, manage, and update your own requests if you chose. As a valued customer you get access to updates, patches, downloads, FAQ's and an extensive knowledgebase.

ACCESSING SPECTRUM TECHNICAL SUPPORT

Spectrum's technical Support and Service can be accessed via:

- ❖ Online: <http://supportcenter.spectrum-systems.com> (login ID and Password required). Available 24x7
- ❖ Email: helpdesk@spectrum-systems.com. Available 24x7
- ❖ Telephone: 800-929-3871 or 703-591-7400, press the appropriate option for technical support. You will be directed to one of our **US-Based** HP Certified Support Specialists that can assist you with your request during normal business hours.

For pricing or more information, please contact:
salesinfo@spectrum-systems.com

BUILD.

MANAGE.

LEVERAGE.

SECURE.

Spectrum Systems, Inc.
11325 Random Hills Road
Suite 600
Fairfax, VA 22030
703.591.7400
800.929.3871
703.591.9780 (fax)

www.spectrum-systems.com