

PFW IntelliDealer^{ASP}

Hardware Maintenance & Support Services

Improve productivity and protect your investment in technology

Powered By 

PFW's alliance with ADP will allow Dealers using PFW IntelliDealer to choose the option of having their Dealership Management System hosted remotely in an Application Service Provider (ASP) environment at ADP's state-of-the-art Data Centers. ADP provides secure and reliable IntelliDealerASP access and eliminates headaches associated with daily system maintenance and network management. Our ASP hosting solution is flexible and scalable to fit any size dealership... from a single-point location with a small number of users to a large, multi-site Dealer group.

Issues

- Server Maintenance
- Network Support
- PC Maintenance
- Peripheral Maintenance

Supported Hardware

On-Site & Depot

- Servers
- Networks
- Personal Computers
- Laptops
- Peripherals
- Monitors
- Impact Printers
- Laser Printers

Your dealership has made a substantial investment in technology. To maximize your investment means ensuring servers, networks, PCs, printers and peripherals function properly. Unfortunately, dealerships spend tens of thousands of dollars on computing equipment without a strategy to make the equipment a productive and effective business tool.

Hardware Maintenance and Support Services is designed for Dealers who want to take advantage of comprehensive on-site maintenance and connectivity management services. Clients who adopt this service can rely upon our professional Field Services teams to maintain their distributed hardware environment.

Offered by PFW in alliance with ADP, Hardware Maintenance and Support Services provides your dealership with frontline support for servers, PCs, peripherals and networks using highly trained, local experts whose mission is to get your dealership back up and running with minimal delay when hardware problems occur. Currently providing services to over 12,000 dealerships in various industries within the United States, Canada and the Caribbean, the Field Services team is already familiar with the dealership environment and providing full-service support for businesses like yours.

Benefits of Hardware Maintenance and Support Services

Provides "one-stop-shopping": Hardware Maintenance and Support Services from PFW and ADP gives you a single-source solution with the level of service your business demands. The need for sourcing and enlisting the aid of multiple vendors to resolve your IT hardware issues is eliminated, so you can keep your focus on doing what you do best—selling equipment, parts and service.

Prompt, courteous service: Service is provided by over 260 highly trained Field Services representatives and support staff that are familiar with the dealership environment and familiar with your town, so they can provide the help you need, when and where you need it.

Increases employee productivity: Downtime equals lost employee productivity and when you can't provide the level of dealership service you normally provide to your customers, it might even mean unhappy customers and lost revenue as well.

Competitive monthly support fee: At a cost of less than \$2 per person, per day (including material, labor and if necessary, unit replacement), you maintain tight control over your IT expenses by spreading them out over 12 monthly payments. By eliminating the per-visit or per-incident service fee you might otherwise incur (and which could potentially cost you more over the long-term), you save yourself from the costs and headache of unexpected repairs and support.

ADP Field Services representatives currently support some 53,540 PCs, 39,594 laser printers, 57,849 impact printers, 16,441 servers and 50,404 network devices.

Control dealership costs: Whether you use Hardware Maintenance and Support Services to supplement your existing IT staff or to reduce your overall IT expense, the services can be customized to meet the needs of your dealership to help you reduce IT expenses in the following areas:

- Labor (leveraged vs. IT staff)
- Material costs (replacement components/parts)
- Travel and entertainment (associated with supporting remote location repair and maintenance)

Goes beyond what the OEMs provide: Hardware Maintenance and Support Services go beyond what OEMs such as Dell, IBM and HP normally offer for hardware support. When your Field Services representative works with you, their mission is to leave you up and running and completely operational. That includes loading your PC/server image—something that OEM hardware support and OEM-provided annual hardware contracts do not cover.

PFW and ADP working together to resolve your hardware issues

If you take advantage of Hardware Maintenance and Support Services, what happens when there is a hardware problem at your dealership? First, call PFW's Help Desk for remote, troubleshooting service. If the problem cannot be resolved by PFW, your call will be promptly forwarded to ADP, who will dispatch the local Field Services representative to provide additional support and hardware repairs via telephone, remote dial-in, or through an on-site visit to your dealership. In turn, your Field Services representative works closely with, and is supported by, a network of ADP staff to quickly and efficiently resolve your hardware issues. This support team includes the ADP ATAC team for network and PC issues, ADP Logistics for hardware repair issues and parts delivery and ADP Hardware Technical Support for peripheral, system and application issues. Additionally, ADP maintains direct relationships with many OEMs such as Dell, IBM and HP to further assist in resolving a hardware issue, if required.

All it takes is one call to get the resolution process started!

PC Support

Available for all PCs that meet the minimum requirements of an ATX Form Factor (P166 and above).

On-site troubleshooting and repair to isolate and resolve the following PC issues:

- Local Area Network
- Operating System (Windows 9x, ME, NT 4.x+, 2000, and XP)
- Internet Explorer (IE 4.0+)
- Reloading of client-provided OS, application and data (client responsible for media and backups)
- Internet/system connectivity (as it pertains to the PC)
- Hardware "break-fix" (repair or replacement of defective components)

Loaner PC: A loaner PC will be provided by the Field Services representative if repair time exceeds the Service Commitment.

Supportability Pack: Loaded on PC to assist in problem resolution and includes the following:

- *McAfee Anti-Virus* – Includes the application and all DAT updates. McAfee is configured to update DAT files automatically. Does not require user interaction. All settings are password-protected to prevent disabling.
- *Symantec pcAnywhere* – Provides ADP Help Desk associates with remote access to troubleshoot and repair damaged PCs

On-site service hours: Monday–Friday; 8:00 AM – 5:00 PM local client time.

Peripheral Support

Available for a wide array of terminals, printers, scanners (wired or wireless) and other peripherals which include, but are not limited to, DEX, TI, Genicom, Lexmark, Brother, HP, Wyse, and others.

On-site troubleshooting and repair to isolate and resolve the following peripheral issues:

- System connectivity (as it pertains to the peripheral)
- Hardware "break-fix" (repair or replacement of defective components)
- Excludes consumable items (e.g., toners, ribbons, etc.)

On-site service hours: Monday–Friday; 8:00 AM – 5:00 PM local client time.

Server Support

Available for a wide array of servers, mainframes and minis which include, but are not limited to, IBM, Dell, DEC, Motorola, and others.

On-site troubleshooting and repair to isolate and resolve the following communication and network issues:

- Local Area Network (as it pertains to the system)
- Operating System reloads (from client-provided saves or media)
- Internet connectivity (as it pertains to the system)
- Hardware "break-fix" (repair or replacement of defective components)

On-site service hours: Monday–Friday; 8:00 AM – 5:00 PM local client time.

Communications and Network Support

Available for a wide array of multiplexers, terminal servers, routers, firewalls, hub/switches, VPN, wireless networking and others which include, but are not limited to, Cisco, Micom, Xyplex, CommDesign, and others.

On-site troubleshooting and repair to isolate and resolve the following communication and network issues:

- Local Area Network (as it pertains to the network drive)
- Internet Explorer connectivity (network drive)
- System connectivity (communication or network device)
- Hardware "break-fix" (repair or replacement of defective components)

On-site service hours: Monday–Friday; 8:00 AM – 5:00 PM local client time.

Request More Information

If you would like more information, please visit www.pfw.com or contact our Sales Team at (519) 474-3300 ext. 230 or sales@pfw.com.