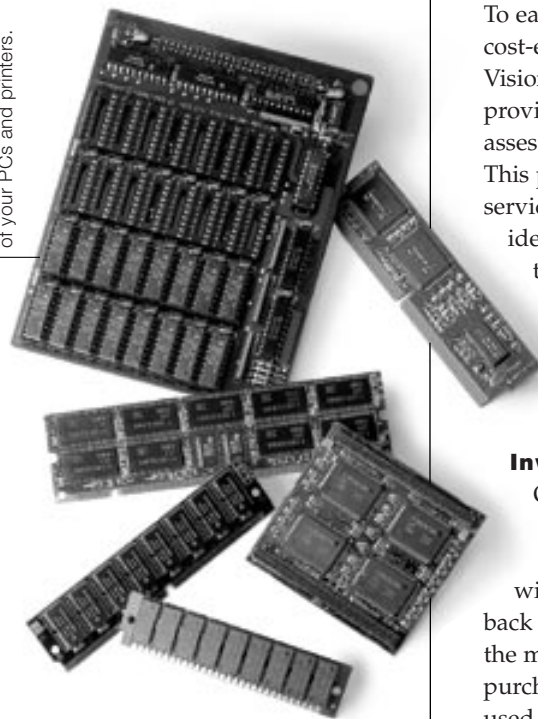# Corporate Support Services

**Providing new value, ease and assistance to
corporate IS professionals**

visiontek™

It's not easy staying ahead of the tough technology issues facing corporate IS—everything from client/server platform decisions to Year 2000 fixes, outsourcing to firewall security. With issues like these, you could use a memory and peripheral vendor who makes your job easier and more trouble-free. A vendor like VisionTek. Working with your reseller, we bundle extra services for corporate IS with every quality upgrade we sell. Count on our corporate representatives, experienced in the unique issues of enterprise computing, to help you get more value from your existing technology, stretch your budget dollars and take the worry and hassle out of memory and peripheral purchasing.

With VisionTek memory, you can improve the EFFICIENCY of your PCs and printers.

Helping you plan transitions and manage budgets

Project assessment and management

To ease your workload and ensure cost-effective technology transitions, VisionTek's dedicated corporate reps provide project management and assessment of large-scale upgrades. This planning and management service, available on-site, helps you identify upgrade options, choose the best options based on technology lifecycles, and discover untapped opportunities to get more value from each upgrade dollar.

Inventory buy-back

Qualified corporate customers can significantly reduce the cost of large, multi-system upgrades with our pioneering inventory buy-back program—the first of its kind in the memory industry. VisionTek will purchase, at a portion of the current used market value, large lots of used or new memory modules from qualified companies or their resellers, regardless of where the product was originally purchased. This program can reduce net upgrade costs and allow recovery of previous investments—an important advantage as companies upgrade to next-generation memory.

Market and technology updates

To help you anticipate future needs and stay current on the trends that can affect you, our corporate representatives can provide you a stream of market intelligence and information—everything from forecasts of DRAM chip prices to reports on next-generation PC memory requirements.

Exceptional access to information and products

VOLTAGE™—your one-stop memory resource

With VOLTAGE, VisionTek's industry-leading memory upgrade resource, you can easily determine upgrade paths and identify part numbers for thousands of computers and printers. Containing cross-referenced part numbers not only for VisionTek but also other leading memory upgrade manufacturers, VOLTAGE is the only configuration tool you need. Special features include:

- The ability to customize VOLTAGE to include special buying instructions or configuration notes reflecting your corporate standards.

- JAVA™-based design ensures full compatibility with all platforms used in your IS organization.

- Easy online updates ensure your VOLTAGE database remains accurate and current.

- Comparative technical specs, installation notes and other information designed to make upgrading easier and more efficient, plus a wealth of market and industry information.

Online and fax-back services

Our Tek support representatives respond daily to inquiries posted on our Web site, which also provides downloadable product/configuration information. Additional downloads can be found 24 hours a day on the Tek-Net BBS. And a wide range of up-to-the-minute product information, including spec sheets, technical bulletins and installation guidelines, is available by request from our Tek-Fax service.

Executive briefings

We welcome corporate customers to our headquarters for on-site inspection of our manufacturing and design capabilities and face-to-face meetings with company staff and management.

Evaluation product

VisionTek designs and builds high-quality, 100% tested, guaranteed-compatible memory and peripherals. Our eval program enables you to test this quality, compatibility and performance on-site, on your terms. All VisionTek product, ranging from server memory to DRAM cards, is available for your on-site assessment.

Custom design and manufacturing

Where quantities warrant, VisionTek can custom-design and manufacture special-purpose modules for your company's specialized needs. Our versatile mix of in-house manufacturing lines and top engineering talent can tackle just about any kind of custom fabrication project.

Product stocking options

After assessing your IS needs and analyzing usage rates, VisionTek can offer selected corporations on-site product stocking. This provides instant and unparalleled availability of VisionTek parts.

Count on VisionTek for:

- **Lifetime warranty on all memory**

- **Guaranteed product compatibility**

- **Thousands of upgrades for leading OEM products**

- **In-house design and manufacturing for outstanding availability**

- **Toll-free lifetime phone support**

- **Online, fax-back and printed resources for product and configuration information**

- **Service and support optimized to your needs**

- **Unconditional commitment to quality**

With ExtremeDrive, you can extend the LIFE of your notebook computers.

Quality and service you can depend on

Quality assurance

VisionTek's quality system is registered to ISO 9001, the most widely recognized quality system standard. From raw component selection to final packaging and shipping, VisionTek optimizes its entire design and manufacturing process to ensure the highest possible quality. This includes in-house design and manufacturing, rigorous testing in the actual hardware the product is designed to support, stringent screening of component vendors, state-of-the-art testing facilities and a dedicated quality control team.

Comprehensive technical support

Count on VisionTek's technical professionals to assist with configuration, installation, or any memory upgrade question. For qualified customers and upgrades, VisionTek technical staff will even go on-site to assist in configuration and installation projects—slashing the "tech time" often required for large corporate installations.

Warranty service reimbursement

VisionTek backs its top quality with a warranty service reimbursement guarantee. If a VisionTek memory module causes an equipment problem requiring a reseller service call, VisionTek will pay for a portion of the service call.

No-hassle, 24-hour returns

In the rare event a VisionTek part fails, VisionTek will accept product returns through your reseller and cross-ship in-stock replacement parts within 24 hours. Qualifying corporate accounts are eligible to return product to us for direct cross-ship replacement.

IBM service agreement

VisionTek memory is covered under our IBM warranty and on-site maintenance agreement, ensuring no-hassle support for customers serviced by IBM.

Call today for detailed information, or access Tek-Fax, Tek-Net BBS, or our Web site [http://www.visiontek.com].

Tek-Net BBS: 847-360-7432

Tek-Fax: 800-360-7170

Tek-Support: 800-360-7173

Upgrade with confidence by installing products designed and manufactured by one of the leading memory and peripheral suppliers in the U.S. VisionTek memory upgrades are available for PCs, notebooks, printers, servers and workstations from the leading manufacturers and are backed by our customer-focused service, support, and quality assurance.

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VisionTek, Inc.
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Certificate No. A5241

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