



Computergate- A Global Independent Service Provider

Exclusively brought to you by Computergate Global Services. You can now enjoy easy access to quality support services and repairs, extended warranties, on-site support for some or all of your IT equipment – you can then focus on your business.

Computergate recognises the importance of providing quality service and support for our collective customers. As part of our commitment, Computergate strives to raise the level of service through direct partnership as an Independent Service Provider (ISP) for your products.

Computergate currently delivers 'Smart Hands' for global service organisations and 'Extended Warranties' for well-known brands throughout the ASEAN & Pacific region and has demonstrated an unparalleled commitment to deliver quality service and support to each and every one of their customers.

Computergate's on-boarding and extensive service acumen gives you peace of mind. Knowing that a certified service centric organisation is on the ready if product remediation is required, to give all clients 'peace of mind' that the problem will be resolved in a timely manner.

You can be assured of consistency in service delivery by Computergate-certified service professionals, as well as the finest care and attention for all your service needs, whenever and wherever you need it.



ASIA-PACIFIC HEADQUARTERS

Computergate Global Services: 10/20 Duerdin Street, Clayton VIC 3168 Australia

Asia-Pacific Service Locations: Australia, China, Hong Kong, Fiji, India, Indonesia, Japan, Malaysia, New Zealand, Philippines, South Korea, Singapore, Thailand, Taiwan, Vietnam

Global Services

Engaging Computergate Global services, whose all-vendor expertise and total commitment can help make the right choice for your business—especially when customer satisfaction is a priority—remember these important tips:

Calling one number is faster. In a crisis, you want just one number to call. Even better, you want pro-active experts already aware of your technology and can remotely diagnose a problem as soon as you pick up the phone. A high-quality independent service provider is designed for convenient, immediate contact and rapid response, with dedicated technical help at every point until the equipment is restored.

Managing one service provider is easier and more cost effective. A vendor using multiple service providers can lead to management headaches and channel conflict. An independent service provider is the remedy. A single service provider—providing expertise across ALL products in many locations under a single agreement—restores peace of mind throughout the sales cycle.

Relying on one service provider is safer. The service team is trained and experienced across ALL products and provides peace-of-mind. With one team of dedicated technical experts familiar with your entire product range, your needs are met with total transparency

and zero duplicative efforts. Plus, as you grow (and as your equipment makes and models change), your Independent Service Provider provides consistent assistance, expertise, know-how and on-site parts replacement—at every step.

Finally, with an independent service provider—you can be confident that your priority is our priority. Computergate is not motivated by selling equipment or making quotas; they're motivated exclusively by your 100% satisfaction with the service we provide. Whether you need on-site extended warranty, comprehensive maintenance or a service technician you can rely upon. An Independent Service Provider can be your best choice—it makes sense to choose a service provider that can handle it all.



Service Benefits

- Extensive Service Network
- Trained-Certified Professionals
- Service Levels designed to your needs
- Multiple Spare Parts locations
- 24/7 Service Offerings
- Dedicated Phone Support
- Centralised Helpdesk
- Logistics Services
- Extended Warranty & Legacy Services
- Global coverage
- Renewals Management
- Quality Service Commitment

Why partner with Computergate?

Computergate has become a major Independent Service Provider throughout Asia & ANZ. Our market presence is an opportunity for our service & vendor partners to provide value, depth and quality services to their customers and assist in securing new business relationships globally. Our existing partners are constantly evolving their service capabilities and extended reach through building solid service strategies that meets their customer's needs. Using Computergate allows you to offer service to your customers globally without the huge investment in resources and large overheads. Become part of the Computergate family and your company can enjoy the benefits of being connected to a world leader in technology services. Visit www.computergate.com.au for further information.

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