



MicroAge[®]

**TECHNICAL BUSINESS
SERVICES**

Technical Business Services

Featuring:

 ZDATA

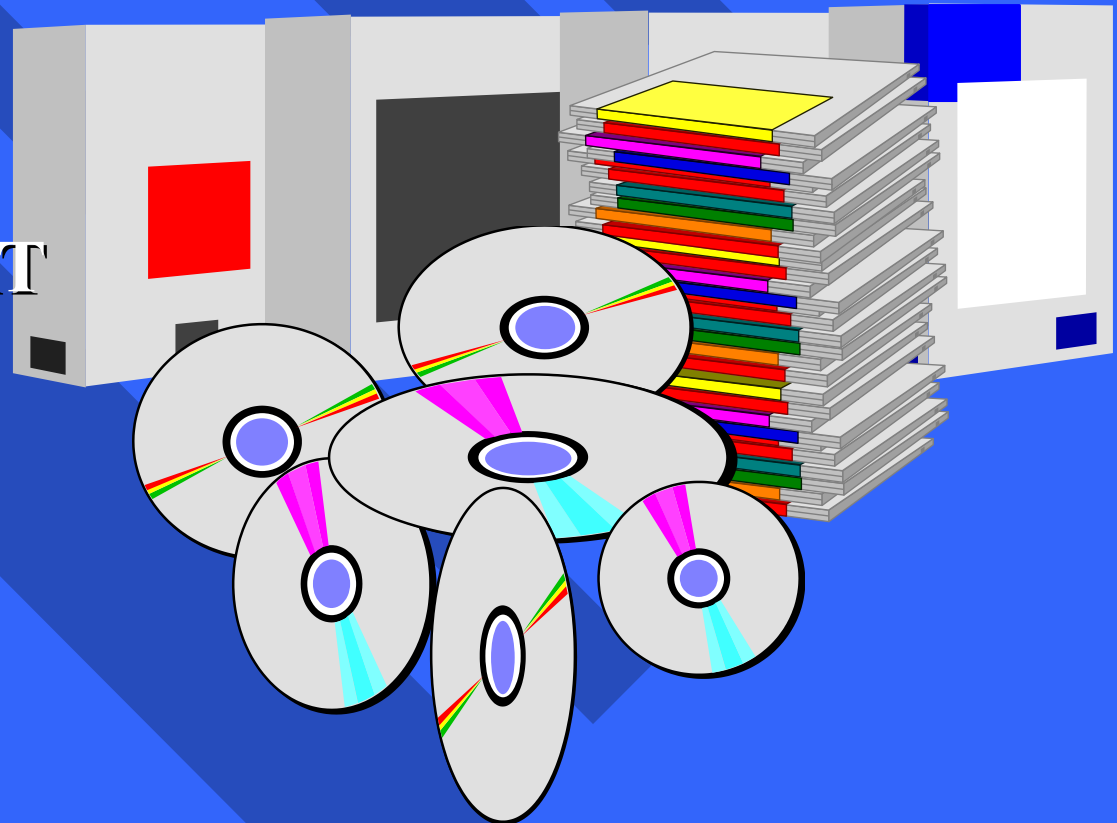
 ZDATA CBT

 MicroAge SMART

 TechNotes

 MicroAge Direct
Connect

 MicroAge Data
Warehouse

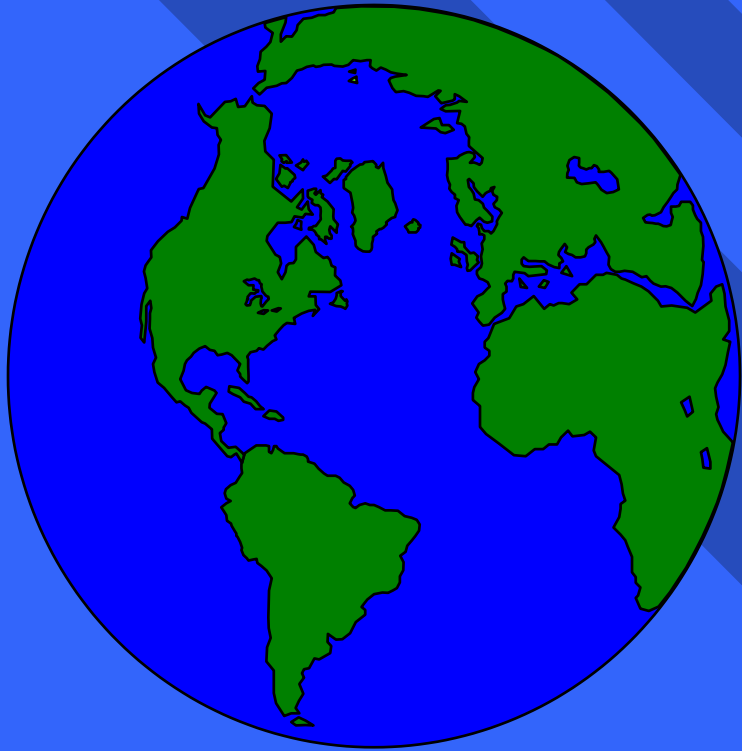


Technical Business Services

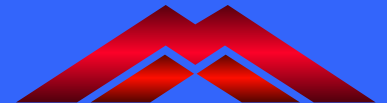
As your business grows and your computer environment becomes more complex, your support and service needs become more complicated as well. Today, managers of multilocation and multivendor systems need a single source for quality service and support.

The MicroAge Global Support Services (GSS) program provides an established international network of services. GSS also delivers comprehensive maintenance services across multitechnology environments. By committing to quality, international service standards, and control procedures, Global Support Services can deliver consistent high-quality maintenance services worldwide.

Technical Business Services



- Global Support Services team acts as your single point of contact
- Extensive support of more than 12,000 products from more than 1,000 vendors
- Certified System Engineers and Vendor Certified Network Engineers ensure high-quality support
- 7 day/24 hour help desk and support available



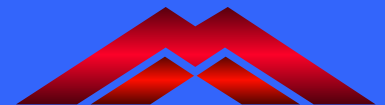
ZDATA

ZDATA provides electronic price guides, quote generation and management tools, an on-line order entry in one system. ZDATA has the highest electronic order volume in the industry. ZDATA delivers these powerful features and will soon include the following:

Config wizards automated instructions provided to the Quality Integration Center (QIC)

Substitutions - alternatives provided for constrained product

Product Information Guides - access to the POWERdisc which contains the latest product information from various participating manufacturers.



ZDATA CBT

Are you looking for a way to improve your skills and the skills of others at your location? ZDATA Computer-Based Training can make this happen, and what's more - it's fun!!! The CBT can train you on:

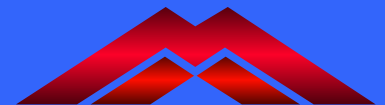
System administration

Quote and Order processing

Pricebook creation

General information for getting started

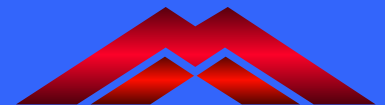
Check out this new and exciting way of growing your business with MicroAge. Receive world class training without ever having to travel or arrange for training seminars.



MicroAge Smart

Service Management And Resource Tracking provides Global Support Services with the tools necessary to provide totally integrated services coverage to you and your customers. With this system we track each call, monitor hold times, and control escalations to maintain and ensure quality customer support.

With just one phone call to MicroAge, you expand your resources, simplify your operations and improve support to your PC users. Whatever the mix of software applications, we can function as your dedicated help desk or provide expert hotline support to supplement your existing software support system.



TechNotes

 TechNotes provide MicroAge technical and sales staff with the tools to provide instant and up-to-date access to product information. Advance search and retrieval technology with a standard windows graphical user interface (GUI) allows our support staff to make better and more informed decisions in support of our clients.

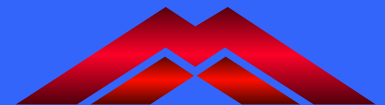
 Get a closer look at this new and exciting application and how the following features can help address your needs:

 *Product look-up*

 *Detail specification*

 *Product substitutions*

 *System configurations*



MICROAGE DIRECT CONNECT

Connect to the power of the MicroAge Headquarters Network. With MDC your LAN is connected via a dedicated frame relay circuit with the Headquarters LAN and mainframe. This allows you:

To work on-line, real-time with Headquarters systems and associates

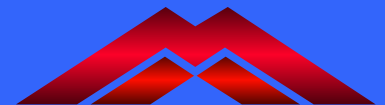
Exchange electronic mail

Check availability

Place orders real-time

Check status of your backorders

Determine the date of product delivery





MICROAGE DATA WAREHOUSE

The MDW provides MicroAge technical and sales staff with the tools to turn volumes of data into meaningful information. Advance search and retrieval technology coupled with state of the art decision support tools allow our support staff to make informed decisions in support of our resellers, their customers, and our vendors.

Sales order/invoice information

Serial number repository

Open order information

Held order information



For more information on any of the MicroAge Technical Business Services, please call your MicroAge Technologies Sales Associate at (800) 528-1415.