Wang Support Services

WANG

Performance Plus Support
Making Office Automation
Work For You

2200

Wang Support Services

The Wang 2200 Series of small business computing systems is designed to help you minimize operating costs, increase your organization's productivity and achieve your business objectives with ease. The features of the 2200 address the special concerns of the small business environment.

2200 Entitled Support Services: A Team Approach

Your Wang support team will be available from initial planning to installation and beyond, helping to ensure that your 2200 performs to your satisfaction. Our support team will help you identify hardware and software needs, assist in the installation of your system, help train your personnel, and provide you with education and product information.

Entitled support services are behind every product we sell. Both your and our responsibilities are clearly defined to help you anticipate, plan and allocate resources, as well as to ensure that support is available in the right place at the right time. These services are tailored to each product line and are available within 90 days of installation at no additional cost to you. This unique approach to support is designed to guide, assist and train your organization to successfully implement your Wang system. A chart summarizing 2200 entitled services and recommended training follow.

Software Vendor Support

Many 2200 users utilize software from independent software companies which have developed a wide variety of applications and industry expertise. Although a portion of your support may come from other sources, your Wang team will continue to monitor your progress and work with you to help ensure the successful installation of your 2200 system.

Wang Support: Our Commitment To You

Wang's comprehensive support program is designed to maximize the return on your 2200 investment. Wang's team will work with your designated personnel to develop the right program for successful installation and implementation of your systems. The objective is simple—to provide you with support services that complement Wang's state-of-the-art technology. It's just one more way in which Wang is helping to make your world more productive—today.

Support Function

Wang Support Responsibilities	Customer Responsibilities
Pre-Sale	
• Provide answers to technical inquiries.	• Define application requirements.
• Coordinate support requirements with independent software company if Wang customer is acquiring independent software.	
• Assist customer in ordering the Wang system configuration including hardware, software, and peripherals.	
• Assist customer in defining application needs.	
Pre-Installation	
• Assist customer in developing implementation plan including such items as:	• Designate the primary contact for system implementation and ongoing support requirements.
—Site planning	• Make contact available for pre-installation visit.
—Ordering supplies	• Execute implementation plan as developed.
—Training implementation	• Schedule, confirm, and attend training classes.
—Conversion considerations	• Utilize shared access time for any necessary conversions.
—Problem escalation procedures.	
• Monitor implementation plans and progress.	
• Provide shared access on an "as available" basis to a 2200 system for conversion at a Wang site.	
System Installation	
• Provide Wang documentation.	• Prepare area to receive and install Wang products.
Post-Installation	
• Provide on-site technical consultation.	• Manage ongoing installation including such activities as:
	—Operational procedures
	—System security procedures
	—Monitor and order supplies as needed
	—Maintain software release levels.
	• Assume first-line troubleshooting of any system problems.

Wang Customer Education—2200 Series

- Introduction to BASIC Programming (VP 30)*
- Programming with Data Files on Wang 2200 VP-type system (VP 40)*
- Sharing the Resources of a Wang 2200 MVP/LVP System (MVP 50)*

*Fee-based courses

FEE-BASED SERVICES include numerous training and consultation services beyond entitled support. These services are generally available through your local Wang office on a billable basis.

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The Office Automation Computer Company

The materials presented here
are summary in nature, subject to
change and intended for general
information only. Additional details
and specifications concerning the
support for Wang hardware and
software products are available
in the applicable entitled support
services summary.