

# true support Support when it matters most



## True Support in Signage

## True Support in Solutions

At True Colours Distribution we have an excellent track record in supplying technical support & products to our resellers. As a company, we know that distributing great products is simply not enough, which is why we're committed to providing the highest level of service to our customers. True Support is just one of our ways of honouring this commitment - we want our customers to know that their products will be maintained and supported long after the sale has been completed.

Our aim is to offer a professional policy to support our customers with technical guidance, consultancy and training, and to ensure this service is delivered to the highest standard by certified engineers.

## We can provide:

Pre delivery configuration

On site training

On site network configuration

Hardware swap out and

Phone and email support

extended warranty

Secure remote system monitoring

On site support

## True Support in our product We only sell products that we believe in!

Give you customer's piece of mind when return to base (RTB) is not enough, we can offer next day exchange on most of our products..... Ask one of the sales team for our very competitive prices!



**truecolours**  
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**Tel: 01252 876300**  
**www.true-colours.net**



## Bronze Support

Telephone and email support. We talk system users through troubleshooting and resolving hardware faults or software usability issues.



## Silver Support

Using up to the minute technologies we establish a secure link to the existing installation. This gives us real time statistics on performance and uptime as well as immediate notifications in the event of a failure, but at the same time not interfering with the existing network infrastructure - eliminating security risks. As an added benefit this gives us instant remote connection in the event of an issue and can speed up case resolution times. Also includes an annual visit for a health check and maintenance of the physical hardware.



## Gold Support

Encompasses everything from Bronze and Silver with the addition of onsite support. With flexible response times to suit your requirements we can identify and resolve issues as quickly and efficiently as possible.



## Pay as you go

We can offer the above service levels in pre paid blocks of hours or days. Subject to an initial set up and configuration fee.



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