



Hardware Services Web Tutorial

PHG Technologies consolidates the best in class maintenance programs of our numerous partners, and gives clients access through the convenience and efficiency of a single point of contact.

Our on-line suite of software tools save time and money in the processes of procuring, managing, tracking, and utilizing these “Best in Class” multi-vendor IT services.

Here’s how it works:

Equipment information is loaded into the PHG Technologies web site where it is accessible through a secure user name (s) and password (s). PHG Technologies imports this data for you.

A screenshot of a Mozilla Firefox browser window displaying the PHG Technologies website. The browser title is "PHG Technologies: As Easy As PHG - Mozilla Firefox". The address bar shows the URL "http://www.easypg.com/support.cfm?PagID=8". The website header features the PHG Technologies logo and a navigation menu with buttons for "ABOUT", "NEWS", "PRODUCTS", "CONTACT", and "SUPPORT". Below the header, there are three main sections: "Software Support", "Hardware Services", and "Team Bios". The "Hardware Services" section is highlighted and contains the following text:

Hardware Services

One of the biggest challenges facing today's IT Management and procurement staff is servicing a wide range of hardware repair needs and keeping track of IT hardware devices and the associated maintenance contracts. PHG Technologies now offers a complete range of printer and hardware service programs along with the ability to track all of your asset maintenance. Through selective business partners, PHG can provide a comprehensive repair, service and tracking program for all your printers, copiers, scanners and other business equipment.

To manage this service more effectively, PHG offers a web-based software tool for procuring, managing and tracking your IT equipment.

For more specific information about PHG Hardware Services and the ways we are working to improve the quality of those services, please visit our [PHG Hardware Services Overview and Tutorial](#).

We also provide detailed information about our [Products Services](#) and [Company Profile](#).

We are excited about our value added printer and hardware service offerings and look forward to providing our customers more products and services.

That's Easy As PHG!

PHG Technologies

Below the text is a "Please Login:" section with input fields for "Email" and "Password", and "Submit" and "Reset" buttons. A small image of a woman working at a computer is also visible in the "Hardware Services" section.

IT Hardware Maintenance & Asset Tracking



Once logged into the system, end-users, technical support staff, or IT administrators can easily access all equipment, and location information through a variety of search fields, including city, address, serial number, service level, and contract number.

Tracker Search - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://www.svcvar.com/modules/tracker/index.php?customer=&power[SERIALNUM]=&search

PHG Technologies

Welcome Demo - March 11, 2009 10:22 am

Tools

- Service Call Report
- Tracker
- Manage Asset
- Request a Quote
- Logout
- Home

Search:

Location: Somewhere - 123 99th Ave

Service Level: D1d- Depot Hot Spare, D3d- Depot 3 Day, D5d- Depot 5 Day, O1d- On Site Next Bus. Day

Contract #: No contract, PHG Technologies Dem

Serial #: 11, 111, 1111

Search Reset Only Results

Results: 1 - 20 of 71 Page 1 of 4 Next

Request Supplies	Service Call	Location	Location Contact	Contract #	Serial Number	Service Level	Mfg	Model	Config/IP	Term	Unit Price	Tech Support
Request Supplies	Place Service Call	Somewhere - 123 99th Ave		PHG Technologies Dem	56782-1	D7d	Dell	Dell GX		01/01/03-12/31/03	\$75.00	800-000-0000
Request Supplies	Place Service Call	Somewhere - 123 99th Ave		PHG Technologies Dem	56784-1	D7d	Dell	Dell GX		01/01/03-12/31/03	\$75.00	800-000-0000
Request Supplies	Place Service Call	Somewhere - 123 99th Ave		PHG Technologies Dem	test	D1d	Zebra	test	test	00/00/00-00/00/00	\$0.00	800-000-0000
Request Supplies	Place Service Call	Somewhere - 123 99th Ave		PHG Technologies Dem	S00A0F8AD14A2	D5d	Symbol	AP4131		04/05/04-04/04/05	\$85.00	800-000-0000
Request Supplies	Place Service Call	Somewhere - 123 99th Ave		PHG Technologies Dem	N/A	D3d	xxxxxxx	123123	config	12/01/03-12/01/04	\$158.00	800-000-0000
Request Supplies	Place Service Call	Somewhere - 123 99th Ave		PHG Technologies Dem	S00A0F8AD1432	D5d	Symbol	AP4131		04/05/04-04/04/05	\$85.00	800-000-0000
Request Supplies	Place Service Call	Somewhere - 123 99th Ave		PHG Technologies Dem	www	D3d	xxxxxxx	123123	config	12/01/03-12/01/04	\$158.00	800-000-0000
Request Supplies	Place Service Call	Somewhere - 123 99th Ave		PHG Technologies Dem	123	D3d	xxxxxxx	123123	config	12/01/03-12/01/04	\$158.00	800-000-0000
Request Supplies	Place Service Call	Somewhere - 123 99th Ave		PHG Technologies Dem	124	D3d	xxxxxxx	123123	config	12/01/03-12/01/04	\$158.00	800-000-0000
Request Supplies	Place Service Call	Somewhere - 123 99th Ave		PHG Technologies Dem	125	D3d	xxxxxxx	123123	config	12/01/03-12/01/04	\$158.00	800-000-0000
Request Supplies	Place Service Call	Somewhere - 123 99th Ave		PHG Technologies Dem	126	D3d	xxxxxxx	123123	config	12/01/03-12/01/04	\$158.00	800-000-0000
Request Supplies	Place Service Call	Somewhere - 123 99th Ave		PHG Technologies Dem	www	D3d	xxxxxxx	555444	testc	12/01/03-12/31/03	\$155.00	800-000-0000
Request Supplies	Place Service Call	Somewhere - 123 99th Ave		PHG Technologies Dem	123	D3d	xxxxxxx	555444	testc	12/01/03-12/31/03	\$155.00	800-000-0000

Done

McAfee SiteAdvisor

Here, service calls can be placed by choosing the device by serial number, clicking on the red "Place Service Call" letters. If you need other questions answered, click on the link to your PHG Technologies account manager, or give us a call.

IT Hardware Maintenance & Asset Tracking



Once the device in need of repair is chosen, type in a brief description of the problem, along with contact information for the technician, and your service request is directly and immediately sent to the service help desk.

A screenshot of a Mozilla Firefox browser window displaying a service call form. The browser's address bar shows the URL 'http://www.svcvar.com/modules/tracker/service.call.a.php?eqid=43999'. The page header includes the PHG Technologies logo and a timestamp 'Welcome Demo - March 11, 2009 10:23 am'. The form is divided into two main sections: 'Shipping Information' and 'Equipment Information'. The 'Shipping Information' section contains fields for Company Name (PHG Technologies Demo), Location Address (123 99th Ave), City, State & Zip Code (Somewhere, IL 88888), Site Contact Name, Site Contact Phone Number, and Site Contact Email. The 'Equipment Information' section contains fields for Serial Number (56782-1), Manufacturer (Dell), and Model Number (Dell GX). Below these fields is a large text area for 'Description of Problem' and a 'Submit Service Call' button. A sidebar on the left lists navigation options: Service Call Report, Tracker, Manage Asset, Request a Quote, Logout, and Home. The browser's status bar at the bottom shows 'Done' and 'McAfee SiteAdvisor'.

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PHG Technologies then sends you an email confirmation to confirm call placement date, time, and work order data.

You will always receive an electronic record of the call placement.

IT Hardware Maintenance & Asset Tracking



PHG Technologies also provides on-line service call history reporting. Sort by site, serial number, model number, or date range. Know when calls were opened and closed, what the problem was, and whether service levels were met.

To Do List: - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://www.svcvar.com/modules/tracker/admin.todo.sites.php?search[fromdate]=&search[tr

PHG Technologies

Welcome Demo - March 11, 2009 10:24 am

Tools

- Service Call Report
- Tracker
- Manage Asset
- Request a Quote
- Logout
- Home

Search Logs:

Location
Somewhere - 123 99th Ave

Service Level
D1d- Depot Hot Spare
D3d- Depot 3 Day
D5d- Depot 5 Day
O1d- On Site Next Bus. Day

Contract #
No contract
PHG Technologies Dem

Serial #
11
111
1111

From (mm/dd/yyyy) **To** (mm/dd/yyyy) **Status**

Search

To Do List:

Ticket	Date	Location	Serial #	Model #	Client	User	Description	Status	Met SLA
18075	2006-05-20 16:31:58	Somewhere - 123 99th Ave	22	Optra1550	PHG Technologies Demo	User Demo	Bat Gauge and Backup Bat test	CLOSED 05/22/06	yes
18082	2006-05-20 10:22:27	Somewhere - 123 99th Ave	222	PDT7546	PHG Technologies Demo	User Demo	Bat Gauge and Backup Bat POST	CLOSED 05/22/06	yes
18081	2006-05-20 10:22:01	Somewhere - 123 99th Ave	111	PDT7546	PHG Technologies Demo	User Demo	Will not boot	CLOSED 05/22/06	yes
18080	2006-05-20 10:21:39	Somewhere - 123 99th Ave	4444	P5005	PHG Technologies Demo	User Demo	Will not boot	CLOSED 05/22/06	yes
18079	2006-05-20 10:21:13	Somewhere - 123 99th Ave	2222	P5005	PHG Technologies Demo	User Demo	Display screen is going bad.	CLOSED 05/22/06	yes
18078	2006-05-20 10:20:52	Somewhere - 123 99th Ave	2222	P5005	PHG Technologies Demo	User Demo	Keypad POST Test Failure Key	CLOSED 05/22/06	yes
18077	2006-05-20 10:20:32	Somewhere - 123 99th Ave	44	Optra1550	PHG Technologies Demo	User Demo	Laser does not work.	CLOSED 05/22/06	yes
18076	2006-05-20 10:20:09	Somewhere - 123 99th Ave	33	Optra1550	PHG Technologies Demo	User Demo	Laser does not work.	CLOSED 05/22/06	yes

Export to CSV Email

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Done McAfee SiteAdvisor

If you need service call escalation assistance, the PHG Technologies staff will interface with the service vendor, so you don't have to.

IT Hardware Maintenance & Asset Tracking



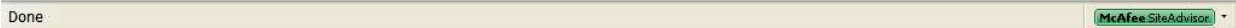
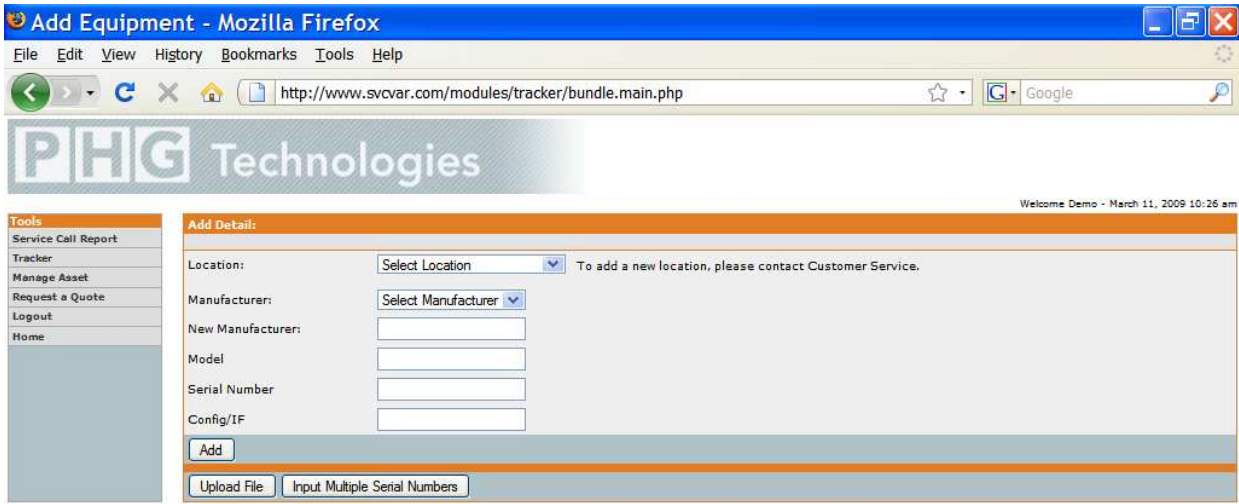
Our software tools also give you the ability to customize service call history reports, and email or export to CSV.

A screenshot of a web browser window titled "Email Report - Mozilla Firefox". The address bar shows the URL "http://www.svcvar.com/modules/tracker/todo.mail.php". The page header features the PHG Technologies logo and a welcome message: "Welcome Demo - March 11, 2009 10:25 am". On the left, a "Tools" sidebar lists options: Service Call Report, Tracker, Manage Asset, Request a Quote, Logout, and Home. The main content area includes a "From" and "To" field, a "Notes" text area, and a field customization section. This section has two columns: "Available Fields" (listing Contract #, Serial #, Model #, Client, Description, Status, Location, Service Level, Date, Met SLA) and "Selected Fields" (currently empty). Between these columns are buttons for "Add All", "Add", "Remove", and "Remove All". To the right of the "Selected Fields" column are "Item Up" and "Item Down" buttons. At the bottom of the main area, there are radio buttons for "HTML email" and "Plain email", along with "Email" and "Reset" buttons. The footer of the browser window shows "Done" and a "McAfee SiteAdvisor" icon.

IT Hardware Maintenance & Asset Tracking



You can manage assets *not on contract* with PHG Technologies through the Asset Tracking Tool. PHG Technologies helps you manage your IT devices, whatever they are, wherever they are.



The Asset Tracker also allows you to manage the key IT personnel associated with all or part of your equipment, contracts, and locations. You decide which personnel can view all or part of your account by assigning user groups and use permissions within the user profile.

More of the PHG Technologies web features can be accessed at www.easyasphg.com including an interactive asset tracker demo. For more information, please give us a call, **866-371-5133**, or dial into our Request-A-Quote web feature.

Contact us today to find out how you can save time and money and make service easier!



PHG Technologies

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E-mail: hardwareservices@phgt.net

URL: www.easyasphg.com

IT Hardware Maintenance & Asset Tracking