

Enhanced Onsite Service Plan for Microsoft Surface

Service Description

COMPUGEN
Dream. Design. Deliver.

Next day onsite Microsoft Surface repair or replace

Compugen's Enhanced Onsite Service plan for Microsoft Surface provides onsite repair or replacement of an enrolled Microsoft Surface Pro or Laptop upon failure.

Upon notification of end user device failure, Compugen will provide onsite repair for the defective device. If Compugen is unable to repair the defective device, we will provide the end user with a replacement device on the same day.

The replacement device will be a like-for-like replacement or a device from the authorized compatible replacement list.

Approach

What we do

- Respond to incident requests opened by customer through Compugen's self-serve customer portal.
- Coordinate onsite device repair at customer's campus. If unable to repair the device onsite, Compugen will provide a replacement device and return the old defective device back to Compugen's facility for repair.
- Facilitate the repair of defective devices.
- Replenish service spares pool with repaired devices.
- Logistics and inventory management of service spares pool.
- Prepare a monthly report with device serial number changes.

What you get

- Self-serve customer portal for easy incident requests
- Onsite next business day response
- National coverage (within 80km from major city center)
- First year battery coverage
- (Optional) Accidental damage protection

Why Compugen

Success in the details. From procurement to supply chain, configuration and managed delivery to installation, Compugen's advanced systems, skilled experts and our end-to-end lifecycle methodology ensures that your service experience is carefully planned and expertly delivered.

Services by Compugen

For more information on how Compugen's service solutions can help your organization please contact your Account Executive, **call 1-800-387-5045, email sales@compugen.com, or visit compugen.com**