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# Burroughs Customer Service Center

Field Engineering



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# A New Dimension In Support Services

## We Recognize Your Needs

Your organization has achieved a level of success that demands efficient, smooth running computing equipment. Computerized information processing and reporting has become essential to your continued growth and profitability.

Burroughs recognizes your critical need for maximum equipment availability. We realize that your equipment is a vital link in your organization.

At Burroughs, we constantly strive to develop new field engineering techniques that provide better service and support to our customers. One such support innovation is Burroughs Customer Service Center.

## A New Concept

To help assure maximum equipment availability, Burroughs offers a new service concept... Burroughs Customer Service Center.

The Service Center combines a computerized service call system with product performance specialists and installation teams to provide fast, comprehensive and reliable field engineering and technical support.

The computerized service call system... called Respond Service... is an on-line, real time dispatching and reporting system that assists in the control and coordination of daily customer service operations. Respond helps Burroughs management and field engineers provide better service and improved turnaround time to your service requests.

## Here's How Respond Works

When you encounter a hardware or system software problem, you simply contact the Customer Service Center by telephoning a single, toll-free number. One of our specially trained operators will receive your service request and enter all pertinent information into our real time system.

The system automatically assigns your request to a qualified field engineer and simultaneously starts a clock that tracks and reports the response time and progress of your service call... from start to completion.

Once your equipment is back in operation, our field engineer calls back to the Customer Service Center and reports additional service call information which is subsequently entered into the Respond system's historical file.

## Helping Us Serve You

Respond automatically alerts local Burroughs management to unusual circumstances, such as service calls exceeding normal response

time parameters. Respond allows for local management intervention, when necessary, to help get your machine operational sooner.

Statistical and historical data enables our product performance specialists, installation teams and manufacturing engineers to develop new maintenance procedures aimed at reducing equipment interruptions. This means more effective support of your installation plus maximum equipment availability.

This information aids our product support specialists in providing highly specialized on-site assistance. It can help them resolve more difficult and lingering equipment problems.

## Additional Services

Our Customer Service Center maintains a complete, up-to-date library of all Burroughs technical publications. These publications help our field engineers and other support people to be more knowledgeable and effective in providing service to you.

Burroughs field engineers use the latest, most advanced state-of-the-art test and diagnostic tools. These devices help us solve your service problems quickly and effectively.

Parts Inventory Centers are located in major cities throughout the world. This means that items needed to complete repairs are readily available. Our parts centers play a crucial role in providing maximum equipment availability to you.

We can also provide a complete array of business and data processing supplies and maintenance services. Burroughs is a "total support" company.

## What Does It Mean to You?

Burroughs Customer Service Center and Respond Service means a single, toll-free telephone number for making service requests. It means increased speed, reliability and effectiveness in responding to your service call.

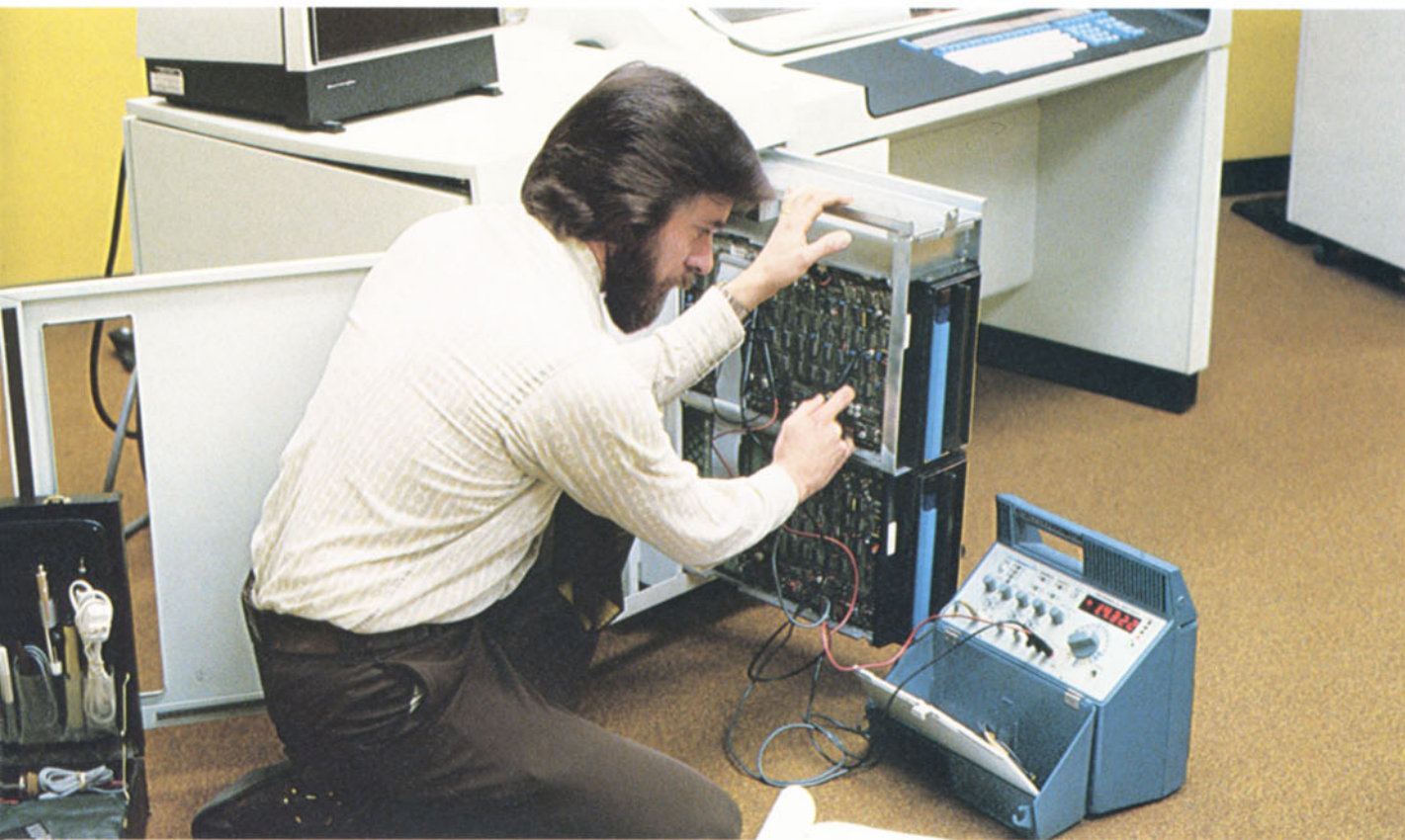
Respond Service also means automatic monitoring of response and repair time. When circumstances dictate, local Burroughs management can intervene on your behalf.

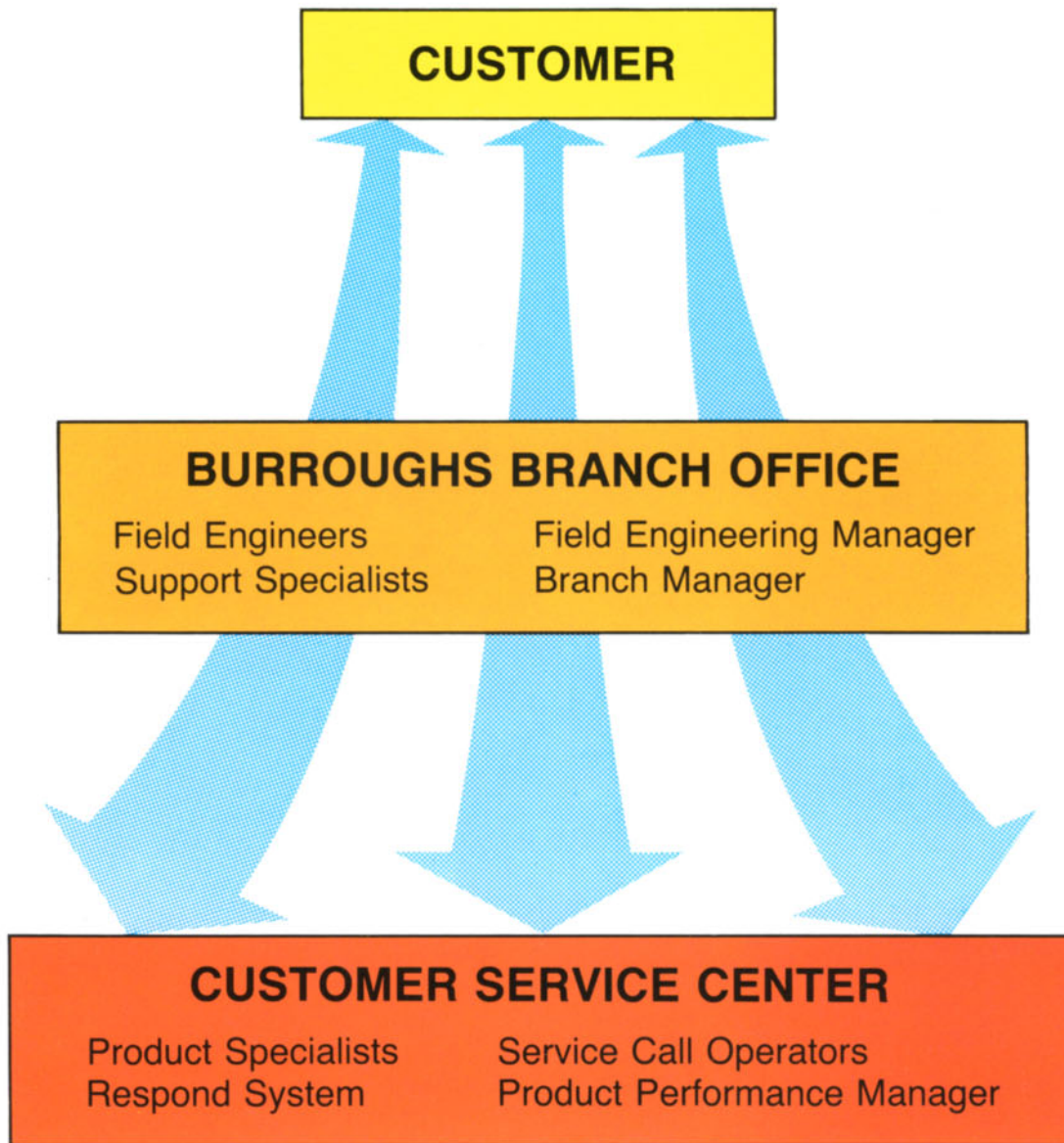
It means more knowledgeable and effective field engineers and support people. Historical data helps us develop new procedures to decrease equipment interruptions and correctly resolve unusual equipment problems.

Our Customer Service Center concept means improved service and greater equipment availability for your organization.

In short, it means customer satisfaction!

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**Burroughs**  
Building on strength.