



NOVADYNE

FIELD SERVICE

**Ever Wonder Who
911 Calls When They Have A Crash?**



“Good Morning, Novadyne.”

At Novadyne Computer Systems, we're ready to handle all kinds of computer emergencies. That's why critical 911 customers nationwide rely on Novadyne to service and repair their computer installations. And to keep systems running in peak condition so they continue to perform their vital functions without failure.

We specialize in critical applications, servicing, maintaining and repairing systems from a variety of major manufacturers, including DEC,[®] Tandem,[™] Sun Microsystems[®] and McDonnell Douglas.[®] As well as hundreds of peripherals manufacturers.

Remote Diagnostics And Preventive Maintenance.

Because the best type of problem is one that never has a chance to happen, Novadyne has developed preventive maintenance programs.

Novadyne's Central Dispatch computer system routinely schedules maintenance checks for your system, automatically opening a service call and paging an engineer to your site when one is due.

Also, we can watch for possible problems remotely by running regular diagnostics routines on your DEC and Tandem systems during prearranged times.

Fully Automated Central Dispatch.

When you dial Novadyne's Central Dispatch to report a problem, our operators immediately page your field engineer, who promptly

calls you back. Then your case is logged into our automatic call handling and escalation system. And is tracked from beginning through completion, so it can be resolved as quickly as possible.

Round-The-Clock Service Availability.

At Novadyne, we know how many of your systems run continuously. So we keep the same hours. We are available 24 hours a day, every day of the year to support you. We also offer several different levels of service packages—basic coverage, basic plus or critical response—to suit individual requirements.

Novadyne—Experts In The Field.

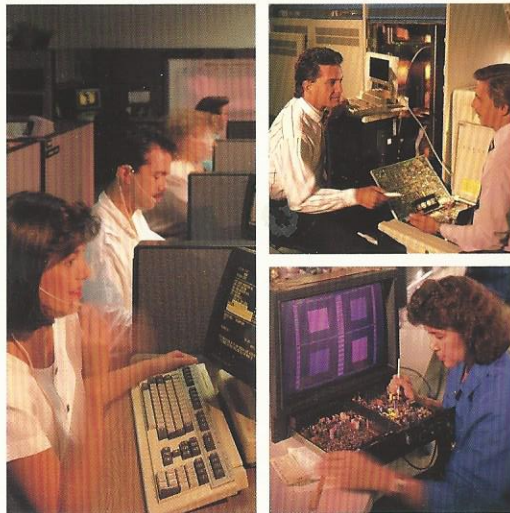
Our field engineers have received rigorous training in repair technology and stay constantly updated through ongoing classes. You can trust that Novadyne field service professionals are the best in the business. Experienced, knowledgeable and resourceful.

The Field Service Company For Critical Applications.

Expert, quality field service from one of North America's largest independent field service companies. It's simple. When you need responsive service for critical applications, Novadyne delivers.

Contact us today at **(800) 826-4944**, 1775 East St. Andrew Place, Santa Ana, California 92705-6560, or mail the post-paid card to learn more about our full range of quality field service programs.

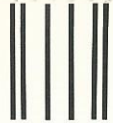
Because at Novadyne, we're on call for computer emergencies.



The Power Of Many Combined As One.

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