



a **DCC** business



WE ARE HYPERTEC

A VALUE-
ADDED
HYBRID IT
DISTRIBUTOR

For over 25 Years we have been 'Making IT Perform', providing unparalleled service and expertise to some of Europe's largest Corporate IT Resellers.

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WHY HYPERTEC?

Hypertec Memory has been a trusted OEM equivalent memory upgrade solution for many multinational, blue-chip and FTSE 100 organisations via specialist VARs for Desktops, Laptops and Servers since 1989.

Hypertec offers a complete OEM Matched Memory Upgrade Solution which comes with numerous benefits.

Buying Hypertec Memory is more than just module provisioning – Our Memory comes with a host of support and service elements that guarantee an unrivalled solution to cost effective PC life cycle management and workplace productivity.

Above all, we take the time to understand customer requirements, our policies and procedures in many circumstances are shaped to suit individual business demands; helping to deliver a bespoke upgrade solution designed around the user.

3 REASONS TO

WORK WITH US

OUTSTANDING SUPPLY, SERVICE & RELATIONSHIPS

We provide exceptional quality, choice, and supply stability with complete flexibility to your needs. With many products offering Lifetime Warranties and Free UK Technical Support, our in-house team of Sales Experts and Product Specialists are here to support you.



SUPPLY

We have over 40,000 product lines stocked and ready to ship for Next Day Delivery.



SERVICE

We're proud to offer a 30 minute SLA for customer service, guaranteeing a fast turnaround for you and your customer.



RELATIONSHIP

Our dedicated Account Managers work to build and maintain rock-solid business relationships.

1 | SERVICES & SUPPORT

1.1 LIFETIME WARRANTY

Hypertec Memory is 100% compatible to machines, designed and built to be functionally equivalent to OEM modules; rigorously tested and complete with a Lifetime Warranty as well as a Direct Replacement Warranty on prior agreement to enhance support efforts.

Hypertec Memory does not invalidate OEM warranties, but we understand why this may cause concern for a business wishing to implement Hypertec Memory.

Using system specific components such as Hypertec Matched Memory in systems, including Servers, Workstations and Printers will not invalidate the system's OEM warranty. In the same principle when upgrading a systems graphics card or processor and choose any manufacturer of these product types, you can also do so with memory.

Should you be under pressure to purchase OEM components please contact us and we will help negotiate with your incumbent supplier and ensure Hypertec Memory is added to existing support contracts.

There is no obligation to use OEM branded components, the below warranty statements from some of the industry's leading OEM's prove this.

APPLE

"... you may install Memory (RAM, VRAM), and other customer installable parts without voiding your Apple Warranty."

HP

"... adding third party memory or disk drives does not void the warranty."

DELL

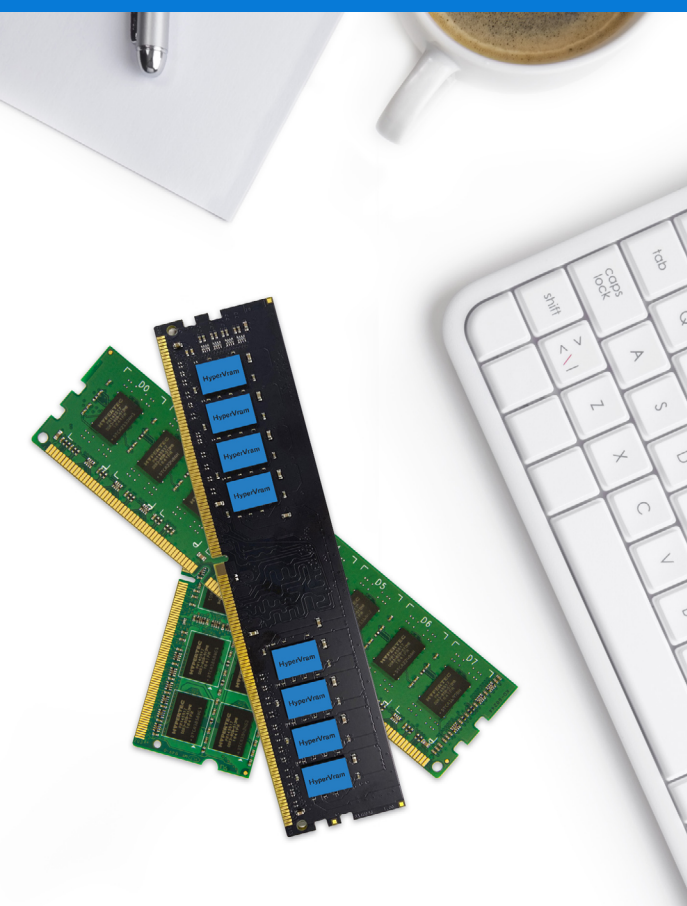
"... you can install additional hardware or software on a Dell Computer without voiding the warranty."

CISCO

"Cisco concludes that the fault of defect is not attributable to the use of third party memory or other non-Cisco components installed by a customer or reseller. Cisco will continue to provide support for the affected products under warranty or covered by a Cisco support program."

IBM

"... adding third party memory or disk drives does not void the warranty."



1.2 TECHNICAL SUPPORT

Hypertec provides free UK based Pre & Post Sale Technical Support who can be contacted directly on 01488 686 844.

We offer dedicated support staff that can be contacted as a matter of customer priority, if you need further help on memory provisioning or have been experiencing any difficulties during installation or subsequent use of Hypertec Memory, the following dedicated support staff can be contacted.

JON DONKIN

Principle Engineer

T: 01488 686 844

E: jdonkin@hypertec.co.uk

MARTYN DREWITT

Memory Product Manager

T: 01488 686 844

E: mdrewitt@hypertec.co.uk

1.3 SERVICE REIMBURSEMENT

Our terms are flexible to suit customer requirements; alongside our Direct Replacement Warranty should a module fail, we also offer a Service Reimbursement Agreement to cover break-fix service fees, for either actual failure or a pre-failure error message. This agreement is specific to customer requirements and where necessary negotiated directly with the host system OEM or Reseller, the agreement ensures that end users are in an identical service or delivery position as their existing support contracts whilst being cost neutral.

1.4 ON-SITE SPARES

To further instil confidence and peace of mind when considering switching to Hypertec Memory from OEM, we can support the issue of free on-site spares.

This is a mutually agreed process that is offered as part of the memory supply process and is entirely dependent on the scale of the memory installation and the requirements of the end user.

In the incidence of a module being deemed faulty, the defective module would be swapped from the on-site spares stock and installed as per agreed with service providers, the faulty module is then sent back to Hypertec to be replaced.

For mission critical machines such as Servers, Hypertec replace Server Memory on a Direct Advance Replacement Agreement.

1.5 AUDITS

To 100% guarantee that the correct memory is being requested it is often advisable to arrange an on-site audit of machines with a Hypertec Memory Specialist. In many instances this service can ensure that downtime and cost is kept to a minimum, protecting against the risk of the wrong or not enough memory being ordered.

1.6 EVALUATION

Hypertec is happy to facilitate a free evaluation programme for our memory products to support confidence in deployment of Hypertec Memory.

1.7 INSTALLATION

Hypertec can provide qualified engineers to assist with installation. Hypertec installation services offer a significant cost saving against OEM engineer charges.

1.8 BENCHMARKING

Hypertec can provide a benchmarking service that is required when end users are unsure of whether to upgrade components of systems. It provides a clear picture of the available machine performance enhancement before or after a Hypertec Memory Upgrade. Benchmarking is also a very good way of testing memory compatibility.

This is a Pre-Sale service offered to end users seeking to cost consolidate and improve machine performance.

1.9 SELF INSTALL

At Hypertec we work with you to create the perfect Memory Upgrade Solution; offering one of the largest Memory portfolios on the market, we can now help you upgrade remotely.

Ease the productivity woes and strains for users working from home with a laptop specification not matched to the type of work needing to be carried out. For an additional charge, Hypertec can help upgrade remote users without having to recall laptops back into a fixed location, reducing downtime and cost pressures. Our Self Install Service is a simple one partcode approach to getting laptops upgraded and workers productive. It's a simple, cost effective and completely bespoke to your users requirements.



2 | COMPATIBILITY

We provide exceptional quality, choice, and supply stability with complete flexibility to your needs. With many products offering Lifetime Warranties and Free UK Technical Support, our in-house team of Sales Experts and Product Specialists are here to support you.

2.1 COMPATIBILITY – SERVER MEMORY

Hypertec Server Memory will work with the following Server Management Software programmes and many more:

- ▶ HP Openview
- ▶ Compaq Insight Manager
- ▶ IBM Netfinity Manager
- ▶ Sun VTS
- ▶ Dell
- ▶ Apple

Hypertec Server Memory comes with a full Lifetime and Pre-Failure Warranty as standard, in the event that a pre-failure warning occurs, there may be on-site spares available to technicians for direct replacement as agreed during the sales/project sign off. If on-site spares have not been taken, a pre-failure alert allows for the request of an advance replacement to enable and schedule downtime to replace the module.

3 | QUALITY & TESTING

All Hypertec Memory modules are rigorously tested before being shipped, we have stringent quality control procedures within our facilities to protect against the risk of failure and cost impact from system downtime.

As with any type of product, memory quality can vary from one manufacturer to another. More established memory manufacturers such as Hypertec are more consistent in adhering to stringent testing policies and ensuring the use of high quality components.

Hypertec only use premium components from the world's leading technology brands in the manufacturing process of our memory.

Hypertec are one of the few memory providers, which perform platform testing; ensuring that Hypertec modules are compatible with the host machine. Hypertec maintain an array of platform test machines as part of our standard Q&A procedures as well as implement and maintain parametric tests.

3.1 HANDLING

The most common source of in-service failure problems is ESD damage (Electro Static Discharge). This results from the inappropriate or excessive handling of the module.

To avoid this type of failure, strict ant-static measures are implemented throughout Hypertec's assembly facilities.

Test, QA process and devices are also packed in anti-static packaging to prevent incorrect ESD processes at time of installation. In addition Hypertec supply sufficient quantity of disposable anti-static straps for use during installation, to ensure that the correct measures are being taken during installation.

In the unlikely event of an in-service failure, Hypertec may provide a quantity of on-site spares for the use of the incumbent service provider to enable any SLAs to be met; this is agreed on prior arrangement at sale/project sign off stage. Such pool stock will be replenished off-line on return of the faulty modules. Hypertec liaise with the incumbent service provider with regards to the logistical handling of on-site spares.

4 | NEW TECHNOLOGIES

Hypertec is well placed to advise and provide new memory technologies, whether workplace environment based or emerging technologies within server and datacentre environments.

Hypertec can offer guidance for memory upgrades within the hyper converged world of NVDIMMS and NVME flash storage – whether new system installation or post rollout upgrades.



CONTACT INFORMATION

There are a number of contacts at Hypertec with numerous years of memory expertise under their belts, whether you need to discuss marketing, technical or commercial implications you are free to contact any of the following:

TECHNICAL SUPPORT

T: 01488 686 844
E: technical@hypertec.co.uk

PRODUCT MANAGEMENT

T: 01488 686 844
E: info@hypertec.co.uk

SALES

T: 01488 686 844
E: sales@hypertec.co.uk



Hypertec provide 100% System Specific Compatible Memory upgrades, spares and replacements for current and legacy Desktop, Laptop, Servers, Workstations and Printers.

FOR MORE INFORMATION

**GET IN
TOUCH WITH
US TODAY**