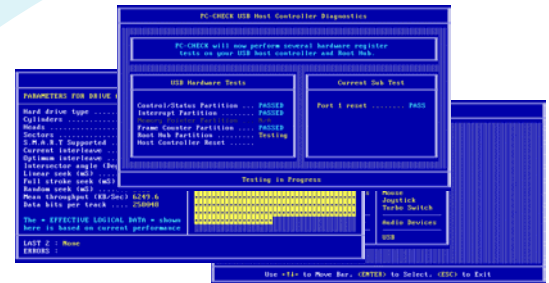


PC-Resident Diagnostic Software to identify system failures on field-based PCs



To deliver cost-effective direct and channel support, servicing organisations need to identify any hardware failures encountered by users as quickly as possible.

Virtual Pc-Check provides the crucial tools that allow PC users to run in-depth, transparent hardware tests so that problems can be identified and fixed in the field, preventing the need to return PCs to service and warranty centres.

By providing PC users with a comprehensive library of customised pre-scripted, auto-installed diagnostic routines, PC service professionals can thoroughly test systems and identify errors while the PC is still in the field. Self-help test solutions improve customer satisfaction and allows PC service organisations to reduce the numbers of PCs returned, lowering service and warranty costs so you and your customers save money.

Diagnostic tests for PC support and servicing should:

- ◆ Provide thorough, discreet, accurate and swift reviews of hardware configurations and performance.
- ◆ Be designed so that PC users can run diagnostic tests independently and/or under the direction of service and support centre-based technicians to critically and reliably test the condition of their PCs.
- ◆ Provide detailed and accurate results to enable service and support technicians to rapidly identify errors and failures.
- ◆ Reduce the numbers of PCs returned to the service centre.
- ◆ Satisfy end-users by visually verifying the condition of their PC.

Using Eurosoft's flagship software, Pc-Check® diagnostic software, "virtual" pre-scripted test modules detail the hardware condition of end-user PCs so repair or return decisions can be made reliably.

Independent of operating systems, Virtual Pc-Check instantly determines hardware faults of installed PCs, providing substantial service advantages for end-user technical support by delivering hardware information and testing for all levels of PC users.



The Eurosoft advantage

Since 1980, Eurosoft has had an enviable reputation as a world class provider of PC diagnostic and test solutions to leading manufacturers and service organisations. Eurosoft's widely-used PC reliability solutions have been proven in numerous manufacturing and servicing organisations to reduce costs and increase productivity throughout the entire PC lifecycle.

Technology innovation

The migration from Microsoft MS-DOS has had a major impact on PC Manufacturers, OEMs, ODMs and Service Organisations worldwide. Eurosoft continues to lead the way in cutting edge PC software and hardware testing with Virtual Pc-Check — one of a complete suite of new diagnostic solutions that support tests with or without Microsoft's Windows® Preinstallation® Environment and Vista operating systems.

Saves time, money and resources

Used by thousands of PC manufacturing, repair, upgrade and service organisations throughout the world, Virtual Pc-Check is specifically designed to save time, money and resources by allowing end-users to run system diagnostics and tests independently or under the direction of service centre-based technicians. Independent of operating systems, Virtual Pc-Check determines hardware faults in the field and reduces returns, RMAs

For the latest test descriptions and technical specification, please contact Eurosoft directly or visit us at www.eurosoft-uk.com. More information on Eurosoft's diagnostics and Microsoft Windows Preinstallation Environment can be found at www.eurosoft-uk.com/testgoals.

Virtual Pc-Check is the *de facto* solution for: PC manufacturers, resellers, distributors, and service/support organisations of all sizes.

Business benefits:

- ◆ Allows PC errors and failures to be diagnosed in the field, saving hundreds of man-hours of servicing and repair.
- ◆ Cuts workloads by reducing the numbers of PCs returned.
- ◆ Improves customer satisfaction as faults are identified and fixed rapidly.
- ◆ Enables technical support to qualify hardware faults from software issues, reducing unnecessary warranty returns.

Technical highlights:

- ◆ Pre-set auto-scripted tests for rapid end-user system diagnostics.
- ◆ eTest Manager allows the development of customised test scripts.
- ◆ Operating System independent.
- ◆ Preferred "HotKey" hard drive enabling eliminates need for media bundle.

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