Title:
Computer Consulting Business: Hardware Warranty Services

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333

Summary:
Computer Consulting Business should supervise the hardware warranty services. Be there during service calls and provide coordinating support as a service of your computer consulting business.

Keywords:
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Article Body:
As a computer consulting business, you shouldn't be spending precious time and your clients' limited budgets troubleshooting a malfunctioning monitor or CD-RW drive.

If your computer consulting business is large enough that you have both senior-level and technician-level staff, you're probably already doing a great job of directing workload to the right personnel.

Are You a Company of One?

However, if you are a small computer consulting business, where perhaps you are the "company", it makes sense to let the PC vendor's technical support staff arrange for hardware warranty repairs, using their large networks of national service providers.

Know the Facts about Warranty Service

As a computer consulting business, you will want to know how long the warranty period is, if it covers parts, labor or both and what the promised response and turnaround time on warranty service may be.

Also, determine whether the vendor will try to pressure your clients to do their own service. If so, are your clients prepared to pay your consulting firm to do the labor?

Scheduling Hardware Warranty Service Calls

If possible, try to have your clients' internal gurus schedule hardware warranty service calls to coincide with times when you are at your clients' offices on other related computer consulting business. Or at the minimum, be sure that your clients' internal gurus are there to supervise the third party hardware technicians.

Be Involved

It's really up to you to decide how active of a role your computer consulting business wants to take in coordinating and managing these hardware warranty repairs. In some cases, getting in involved with the full end-to-end responsibility makes sense, including packaging up the defective part to send back.

In other cases, you may be better off training your clients' internal gurus on how to place these vendor tech support calls and supervise the hardware warranty repairs.