



MAJOR ACCOUNTS PROGRAM

The Wyse Major Accounts Program offers a series of professional services, programs, and benefits available only to our best customers.

WYSE
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MAP SERVICE OFFERINGS

You know that Wyse is the vendor the world's largest businesses and institutions trust to implement scalable network-centric computing solutions but you probably don't know that we offer a variety of valuable professional services to our best customers to ensure a smooth, successful implementation.

Before and after the sale, our Major Accounts Program (MAP) delivers significant value. With MAP, you can establish a direct, partner-oriented relationship with Wyse. We will simplify your evaluation, purchase, installation, and support with a set of capabilities built on the experience of the largest and most successful thin-client manufacturer.

MAP offers a series of professional services, programs, and benefits available only to MAP participants. Specific business criteria must be met and an agreement signed to gain MAP benefits. This brochure details the key programs, services, and benefits of MAP participation. Your Wyse representative can tell you about new features and updates.

MAP programs are organized into six key areas:

- Purchasing programs make buying and integrating your thin-client solution easier, more convenient, and more affordable. We can custom-configure your desktop and bundle additional peripherals per your requirements.
- Evaluation and pilot programs make it easy to stay on top of new products and try them risk-free.
- Professional services include consulting, installation assistance, and training. You get the benefit of our thin-client and remote-management expertise.
- Software maintenance programs ensure that your installation runs smoothly and provides access to new product benefits as they are released.
- Warranty and service programs ensure that your installation stays up and running at the lowest cost.
- VIP treatment includes an assigned Account Manager at headquarters to ensure personalized attention. Quarterly meetings and opt-in electronic alerts keep you up to date on everything Wyse.

■ PURCHASING PROGRAMS

CUSTOM FACTORY INTEGRATION FOR DESKTOPS

As a service to our Major Accounts, Wyse offers integration of third-party peripherals such as monitors and modems at the point of shipment and at a competitive price.

OPTIONAL ONLINE PURCHASING

As a purchasing option, Wyse is pleased to offer our MAP customers the option of using EDI to place orders. Upon request, Wyse will set up a compatible EDI signal between your systems and ours to handle transactions such as forecasting, purchasing, shipping, and invoicing.

VOLUME PRICING DISCOUNT

Wyse will set appropriate volume discounts for our Major Account customers. These prices are open to review every quarter and may be adjusted as appropriate. Please contact your Sales Manager for pricing information.



■ EVALUATION & PILOT PROGRAMS

45 DAY PILOT EVALUATIONS – DISCOUNT

Order up to 10 units of the same model for pilot programs at 30% off our estimated customer price (ECP). If not satisfied with the unit at the end of 45 days, Wyse will accept the return of the units.

45 DAY RISK-FREE EVALUATIONS - DISCOUNT

Order up to three evaluation units of each model per year at 40% off our ECP. Exclusively available to our Major Account customers, this discount exceeds our standard evaluation pricing. If not satisfied at the end of 45 days, Wyse will refund the full amount upon return of the unit.

■ PROFESSIONAL SERVICES

ASSET MANAGEMENT

Wyse will provide a quote to manage the physical roll-out/installation of thin clients at your locations including removal, disposal, trade-in, and installation. Financial reporting, including serial numbers and resolution of open leases on equipment, is also available.

ON-SITE RAPPORT TRAINING

Exclusive to MAP, Wyse will deploy a mobile classroom trainer to your site for training on our thin-client management suite including the necessary equipment to conduct the training session. For schedules and prices, please contact your Account Manager or Regional Sales Manager.

■ SOFTWARE MAINTENANCE PROGRAMS

CUSTOM IMAGE MAINTENANCE PLAN

This plan allows select Winterm thin client users to add or subtract to the current firmware four times within the year at a reduced price. Plan enrollment also reduces costs of future firmware by 50%.

DISCOUNT ON FIRMWARE UPGRADES

When costs are associated with a new firmware release, receive a 20% discount on firmware enhancements.

FIRMWARE UPDATE NOTIFICATION SERVICE

Receive email notifications of all firmware updates specific to your products.

■ WARRANTY & SERVICES OPTIONS

ADVANCED REPLACEMENT SERVICE (ARS)

MAP customers receive a 20% discount off the current ARS rate. To receive a replacement unit the next day, call before 12:30 p.m. PST and Wyse will ship your unit overnight for receipt at your location the following business day by 10:30 a.m. Shipments outside the U.S. may require additional delivery time. Customized units may take one extra business day to fulfill.

DISCOUNT ON EXTENDED WARRANTY

Provides the option of extending the warranty period beyond the three-year timeframe.

ON-SITE REPLACEMENT SERVICES

Within the US and Canada, Wyse uses partners to provide on-site, warranty replacement of a failing unit within the requested lead-time. This is a customized service and availability of services and pricing is contingent on location.

ON-SITE SPARES

At your request, spares on-site can be calculated into the initial hardware costs for specified locations and models.

THIRD PARTY WARRANTY MANAGEMENT

When third party peripherals are bundled with thin clients, Wyse will manage the service and warranty for the bundled peripherals.



WARRANTY REGISTRATION SERVICE

Wyse automatically captures the serial numbers so you receive the maximum warranty protection on your thin clients.

■ VIP TREATMENT



ASSIGNED ACCOUNT MANAGER

Wyse assigns a corporate-based Account Manager as the focal point who coordinates all efforts within Wyse to ensure the right products are specified, developed, and

delivered. Your Account Manager also oversees the contract review process and ensures continued support.

ASSIGNED SYSTEMS ENGINEER

Our highly-trained Systems Engineers will evaluate your requirements and suggest appropriate solutions and products. Throughout pilot and evaluation phases, the SE will be the primary technical resource and will assist in meeting your requirements.

QUARTERLY BUSINESS REVIEW

A quarterly business review between the Regional Sales Manager, Account Manager, and Sales Engineer with key contacts from your company allows us to evaluate the status of the program and make appropriate adjustments. Scheduled at your convenience either in person or via

teleconference, the meeting will cover technical issues, product fulfillment, service and support, new products, and any other concerns you may have.

WYSEVIEW SUBSCRIPTION

Distributed via email each month, WyseView ensures you are aware of enhancements to current products and any other new offerings from Wyse.

■ MAP PARTNER CRITERIA

SENIOR MANAGEMENT COMMITMENT

Must have C-level or senior management's commitment to the MAP program, including willingness to meet with key Wyse personnel on a quarterly basis.

IT CENTRALIZED POINT OF CONTACT(S)

Helps to quickly resolve and address concerns on site and roll out new technologies.

PR RELATIONSHIP

Willingness to assist Wyse with public relations activities, including case studies, press interviews, and general public relations activities.

VOLUME COMMITMENT

There is a minimum volume purchase requirement to join MAP. Please consult your Sales Manager.



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Program offering is subject to change without notice. All program offerings are subject to a fee unless specified at no charge. Actual service offerings may vary and are specified in your contract. 04/05 880924-55 Rev. B