

# Eclipse Unveils Unique Encoder Support

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Eclipse Data Technologies of Pleasanton, CA. has announced a comprehensive and unique support agreement for their increasingly popular ImageEncoder Formatter system.

The program offers Eclipse customers wide range of benefits to ensure minimum downtime of their systems. The unique aspect to their support program is the inclusion of a comprehensive Spare Parts Kit. The kit contains a spare encoder board, memory, power supply, and hard drive. The program also offers priority phone, email, and testing support, as well as software upgrades.

"Our research confirmed what we assumed were the key requirements for support" stated Bob Edmonds, Eclipse's Vice President of Sales, "customers want fair value and minimum downtime. We interpret 'minimum' to mean NO downtime. But, there is no way to react fast enough to a customer problem if a part has to be shipped. Stocking critical encoder parts at every site gets us very close to this objective."

Eclipse also offers an optional program that includes a complete on-site backup ImageEncoder system. This option is designed for those customers who want a completely redundant system available in case of failure.

In addition to comprehensive support agreements, Eclipse is introducing a variety of system protection features to minimize failures. These include redundant hard drive partitions, and automatic backup of critical system files.

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