



Beehive International has been a forerunner in the video display computer terminal marketplace since 1968, when it began operations with one terminal as the total product line. Beehive now employs over 350 in the design, manufacture, sales, and service of state-of-the-art editing, processing and communication terminals. Over 42,000 Beehive terminals are currently serving diverse needs throughout the world. Beehive's 120,000 square foot headquarter facility houses administration, manufacturing and research as it supports ten sales offices strategically throughout the United States. Service is provided by an expanding network of factory direct field offices and third party representatives.

Internationally, Beehive Europe, a subsidiary located in Amsterdam, The Netherlands, supports a rapidly growing foreign customer base and distributors in thirty-five countries.

To learn more about our expanding service network, simply contact us at:

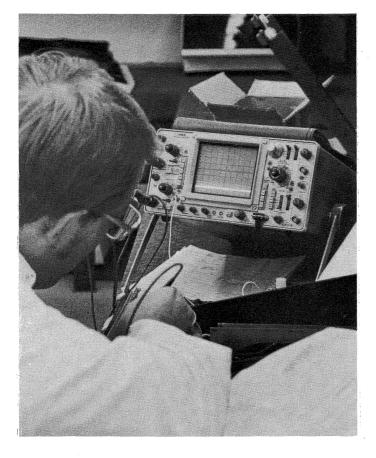
385 Wright Brothers Drive Salt Lake City, Utah 84119 (801) 364-4606

# **BEEHIVE SERVICE**



#### FIELD ENGINEERING

"Service is a part of product quality"



## Meeting a challenge — quality products, properly serviced

Beehive International has a firm reputation for quality products. But, quality does not stop when a product is sold. Service for the customer is a major contributor to the solid reputation for quality that has been earned by Beehive.

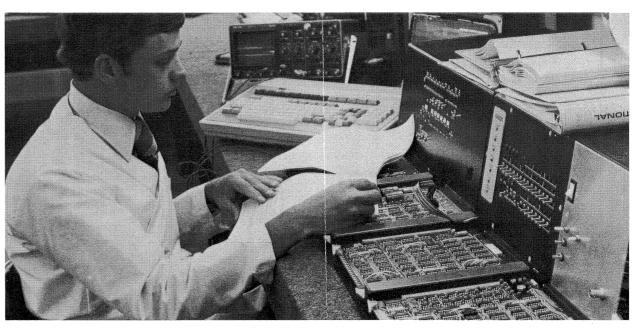
### You start off right with Beehive

All Beehive terminals undergo extensive testing and re-testing as part of stringent quality control measures specifically designed to eliminate any service problems that may be encountered through neglect or poor workmanship. Be assured, your terminal(s) incorporates latest state-of-the-art technology and is backed by a highly trained field engineering staff utilizing the most sophisticated service equipment available.

## Beehive Service — where you need it . . . when you need it

East and west coast service depots and ten Beehive operated field offices are located in major metropolitan areas. These are complemented by over 400 Beehive/Western Union supported field organizations strategically located to provide optimum turnaround time in any area within the United States. Beehive Europe, a subsidiary located in Amsterdam, The Netherlands, and distributors located in thirty-four countries service Beehive's product line on an international scale. No matter where you are located, your service problem remains a top priority and its immediacy is not diminished by geographical location.

While a response time of twenty-four hours is guaranteed, Beehive's response time to repair averages less than eight hours, and many times even less. To help you make that call, all customers are invited to utilize our toll free number which acts as a direct link to factory technical assistance and our on-line computerized service system.

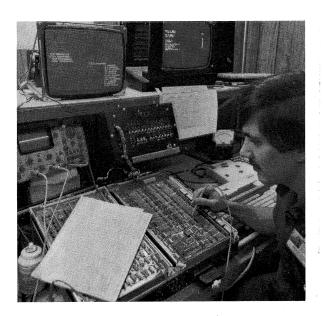


### Beehive's service contract offers substantial advantages

Beehive's maintenance agreement ensures the customer favorable pricing schedules, priority over non-contract calls, and, when purchased with a Beehive terminal, the warranty period is automatically converted to a 15 month on-site maintenance package at a 12 month price. For customers who do not wish to enter into one of the monthly maintenance contracts indicated, Beehive offers factory depot repairs on a flat rate repair schedule for each subassembly for the benefit of all such customers.

Under a monthly factory exchange contract the user need only call a depot and an exchange board assembly will ship immediately via methods selected by the user. As a rule, a new subassembly arrives the following morning at which time the user simply returns the malfunctioning board in the same shipping container.

A monthly depot repair contract enables the user to hand carry a subassembly or complete terminal unit into a factory depot and, many times while the user waits, the product will be immediately serviced.



#### **Expertise through training**

Beehive/Western Union Field Engineers are well trained experienced individuals and their technical qualifications are frequently expanded by a continuing training program. This program provides for training in new products, product improvements, and refresher training as applicable. And, the Field Engineer is backed up by a highly skilled Field Technical Support operation.

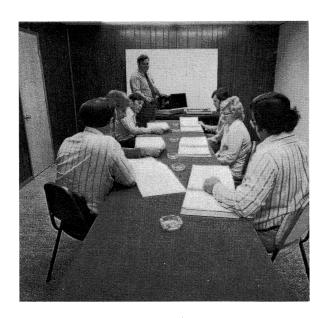
Before a board or terminal is shipped it undergoes extensive computerized environmental testing, which includes a 24 hour burn in period, and power on exercises through all functions.

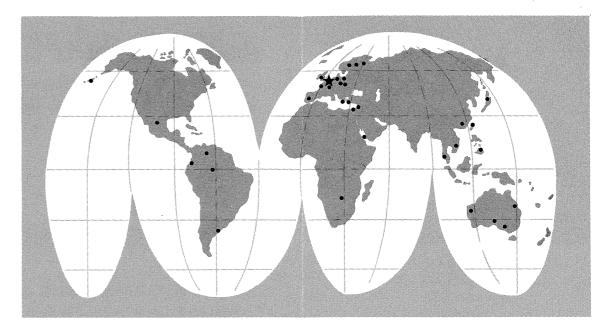
#### MORE TO THE STORY

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★ AMSTERDAM
Beehive Factory Direct Service

Beehive International Supported Locations

Worldwide Service Capabilities in 35 Countries
Over 402 Service Locations in the U.S.A.

Beston A

NEW YORK

CHICAGO

WASHINGTON D.C.

Beshive International Direct Service

Beshive International Depot / Service Centers