



# Business Support Portal

## Your personal assistant.

Managing all Toshiba/dynabook assets within your organisation is essential to sustain their high-quality performance. That's why we created the Business Support Portal – so you have everything you need to keep track of your assets, and keep them running to their full potential. Get a comprehensive list of all your Toshiba/dynabook devices, request and track services, and find technical documents – all within one online platform. You can even download drivers to keep your PCs at optimum performance, and register your Toshiba/dynabook products and services with ease. Put simply, the Business Support Portal helps you save extra time and effort which you can fully invest in your own business.

### Service Specifications

Service Description	<p>During the license period, you have access to the Business Support Portal including the following features:</p> <ul style="list-style-type: none"> <li>• Asset Information</li> <li>• Service Case Announcement</li> <li>• Service Case Tracking</li> <li>• Registration</li> <li>• Technical Knowledge Documents</li> <li>• Driver &amp; Software Download</li> <li>• Online Contact Form</li> </ul>
Service Offer	<p>1 year Business Support Portal License (BSP011EU-V). 3 years Business Support Portal License (BSP013EU-V).</p>
Purchase Period	<p>Can be purchased anytime.</p>
Country Coverage	<p>Available in Austria, Bahrain, Belgium, Croatia, Czech Republic, Denmark, Egypt, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Israel, Italy, Jordan, Kuwait, Latvia, Lebanon, Lithuania, Luxembourg, Netherlands, Norway, Oman, Poland, Portugal, Qatar, Romania, Saudi Arabia, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Turkey, United Arab Emirates and the United Kingdom.</p>
Obtain Service	<p>Once purchased, login details will be sent via email.</p>
More Information	<p><a href="http://emea.dynabook.com/services/support-services">emea.dynabook.com/services/support-services</a></p>

### Other Services



- **Gold On-site Service:** Should a repair be necessary, we will dispatch a Toshiba/dynabook Certified Engineer to your location by the end of the next business day. Furthermore, you can add additional services such as a Battery or Docking Replacement or a Hard Drive Retention Service.\*1



- **Asset Recovery Service:** From time to time it is necessary to discard your old electronic equipment and change it into more advanced devices. With our Asset Recovery Service you can trust in an eco-friendly disposal and a secure deletion of your data.

More information [emea.dynabook.com/services/support-services](http://emea.dynabook.com/services/support-services)

\*1 For further information, please look at [emea.dynabook.com](http://emea.dynabook.com) and our terms & conditions.