

## **PREMIER SERVICE CONTRACT :** **DESCRIPTION of SERVICES on OFFER**

### **What Are Premier Service Contracts**

Computerwise offer three levels of Premier contract, **Gold, Silver and Bronze**, to cater for the varying needs of today's business. They are designed for the company who does not have the appropriate in-house IT resource but wants specialist assistance to hand for all its' general IT needs and for peace of mind.

### **Why should I take out your Service Contract?**

These Service Contracts provide hardware breakdown and software support service dependant on the level of cover selected.

### **What are the Benefits?**

#### **Specified Response Times**

We endeavour to respond within the specified times. For critical break & fix problems, these are typically :

- ✓ 2 hours for software telephone and remote support
- ✓ 4 hours for a server or network components we suspect of causing complete network failure
- ✓ On-site attendance, if necessary : 8 hours for all software, servers, workstations, printers and other peripherals covered by the schedule

Fix times will be advised as far as possible if a site visit is required.

#### **Assistance with System Administration**

We can investigate and advise on upgrades, housekeeping, backups etc. for Gold and Silver contracts. Where these are non-critical, they may take longer to fix.

#### **Reduced clerical administration**

Simply sign the job sheets

#### **Removal of grey areas**

Know precisely what is covered and what you can expect

#### **Save money when defective items are replaced**

When any existing item of hardware is replaced on a like for like basis because it is defective, there is no charge for the parts (except consumables) or for the labour involved.

Where there is a Schedule of Equipment under cover, any replacement equipment will replace the original item on the schedule, if identifiable as such.

#### **Save money on labour charges when upgrading your system**

Gold and Silver contracts attract a 10% discount on labour charges when any existing hardware or software is upgraded to enhance performance or capacity. The items must be purchased from Computerwise.

All new replacement hardware and software will automatically be added to the Contract.

All new additional hardware and software must be added to the Contract, and the additional annual fee will be applied pro-rata until the renewal date as appropriate.

#### **Outlay is fixed**

Under the Gold service, there are no extra costs for maintaining your system.

## Premier Contracts at a Glance

Level of Cover	Bronze	Silver	Gold*
<b>Hardware Breakdown Maintenance :</b>			
File Servers, including Primary Domain, Exchange & Terminal Servers	✓	✓	✓
AIT, DAT, DLT & ZIP back-up devices	✓	✓	✓
Workstations : stand alone & networked, desk-top & notebook	✓	✓	✓
CRT & TFT monitors	✓	✓	✓
UPS (not batteries)	✓	✓	✓
Laser, Ink-Jet Printers & Dot Matrix Printers	✓	✓	✓
Single Sheet Feed Scanners	✓	✓	✓
ADSL & ISDN Routers, Modems & Firewalls	✓	✓	✓
Hubs & Switches	✓	✓	✓
Patch Panels, Patch leads & drop leads	✓	✓	✓
<b>Software Support : (needs Remote Access)</b>			
Microsoft Small Business Server		✓	✓
Microsoft Exchange Server		✓	✓
Microsoft Terminal Server		✓	✓
Microsoft Windows 2000 & 2003 Server		✓	✓
Microsoft Windows 2000 & XP for the desk-top		✓	✓
Veritas Back-up Exec		✓	✓
PC-Anywhere or similar Communications software		✓	✓
Symantec / Norton Anti-Virus software and Anti-Spyware		✓	✓
<b>Managed Services : (needs Remote Access)</b>			
Test Restoration of data			✓
Monitor updates of Anti-Virus and Anti-Spyware software			✓
Monitor available disk space			✓
Monitor error logs			✓
Monitor e-mail and internet integrity			✓
User, Mail and Internet administration			✓
* Liaison with your ISP provided you use KeConnect (see below)			✓
Defragmenting of File Server hard disk drives			✓
Apply Server Operating System Service Packs & updates			✓
Use of state of the art File Server monitoring software			✓
<b>Optional Extras available at extra cost :</b>			
Regular site attendance for additional network support		O	O
Online Offsite Backup, eg KeVault		O	O
* Liaison with your ISP if you do not use KeConnect (see above)		O	O
<b>Exclusions NOT available :</b>			
Equipment & Spares : if non-available or obsolete, eg Travan & Colorado Tape Streamers, or devices for which no Driver software is available under Windows 2000 or XP	E	E	E
Non-Supported Software, eg MicroSoft Windows 95	E	E	E
Shareware or other free issue software	E	E	E
Consumables, inc UPS & other batteries, ink cartridges, drums & toners, tape cartridges & cassettes, etc	E	E	E

**Key :**

✓ : Standard

O : Optional Extras at extra cost if required

E : Exclusions not available as extra options

**Notes :**

- Gold is only available to sites where we have remote access.
- The above list states an indication of the levels of cover, and is not exhaustive.

## **What else do I need to know?**

### **Do you check our system before cover commences?**

Prior to accepting your system under our Contracts, our normal practise is to conduct a site inspection. We reserve the right to charge for this activity, which would be agreed with you in advance. In the event that we consider remedial work needs to be carried out prior to contract commencement, this will be quoted, completed and charged for separately.

### **How do I place Support Calls?**

You need to tell us who your nominated member of staff is who will place your support calls and request any site visits. When doing so, they should always quote the Contract Number, plus any hardware item number or serial number, as appropriate in order that we can respond as quickly as possible.

This nominee should always check that the work is satisfactorily completed, and sign the relevant Job Sheets at the time. You should ensure that you retain a copy of the signed Job-Sheet.

### **What are my responsibilities?**

You must make provision to store your backup media safely, off-site or otherwise for restoration purposes, you must keep master copies of all software handy, and you must maintain a system diary of all major events, planned or otherwise, affecting the system.

You must also ensure that your anti-virus, spyware and any other security software licenses are covered by a current contract so that you automatically receive the latest upgrades.

### **How do I obtain cover for my Accounts, Payroll, CRM & Service Management Software?**

Pegasus, Exchequer and Intex accounting and payroll software, CRM and Service Management, plus any bespoke software can be covered separately under our standard Schemes. Please ask your Account Manager for details.

### **How do I obtain cover for my VoIP Telephone System?**

Our VoIP telephone systems can be covered separately under our standard Schemes. Please ask your Account Manager for details.

### **Do you provide remote support?**

Remote support is available at no extra charge to assist with remote diagnosis, etc. To enable us to provide this service, you will need an ADSL Broadband router, plus suitable communications software. If you do not have these, we can provide them at extra cost prior to cover commencing.

### **How do I obtain a Quotation and place an order?**

Your Account Manager will be pleased to submit a Quotation. You are advised to familiarise yourself with the relevant terms and conditions before placing your order, and your Account Manager will be pleased to supply these upon request.