

## **Maintenance Agreement for support of Servers, Workstations, Laptops and Networks**

The purpose of our Maintenance Agreement is to monitor and maintain the hardware and software involved in the operation of a fully functioning network to ensure you are always getting value from your IT investment and continuity of service.

### **Coverage includes -**

- An initial audit of the site(s) to be supported so that documentation can be created of how your network is configured to aid subsequent support. Any malfunction due to loss of the correct configuration can then be quickly rectified or eliminated as the cause of a problem. This is part of managing your network for you as a full time IT manager would do. This includes –
  - Document the state of all Servers, Workstations, Laptops and Peripherals including their configuration, specification and attachment to other hardware (where possible).
  - Document network layout and drive mappings.
  - Ensure antivirus and security are in place and up to date.
  - Ensure backup and disaster recovery procedures are in place and up to date.
  - Record the configuration of any PCs which use the internet and pick up email to ensure the service continues to work if the settings are lost.
  - Catalogue the software installed on each PC, the make and model of printers noted and ensure the drivers are made available if they are not currently.
- Telephone support and support by remote access (by VNC or similar).
- A monthly site visit to -
  - Install critical updates to Servers, Workstations and Laptops
  - Perform preventative maintenance by spotting problems that could be about to happen and taking measures to avoid them.
  - Review antivirus software and ensure that updates are providing cover from the latest infections.
  - Review of the performance and resources of the Server(s).
  - Restore previously backed up data to ensure the reliability of the backups.
  - Resolve any other issues
- Ability to call out within 8 hours to resolve an escalated support call.
- The labour element of any repairs and maintenance of PCs.

- Replacement of computer parts within 3 years of its installation date (included only if the PC was supplied by 1800 IT HELP and included 3 year warranty)
- Assistance in resolving problems with laptops, printers and peripheral devices.
- Initial consultation about development work required or identified.

#### **A monthly cost will be quoted based on -**

- Number of Sites
- Number of Servers
- Network type
- Number of Workstations, Laptops and Peripherals
- Software applications installed and in use

The Maintenance Agreement is to cover your existing system by providing telephone support, remote support and site visits should a fault occur.

Additional services available (but not included in the Maintenance Agreement) -

- Adding or replacing a Workstation, Laptop, Server or Peripheral to existing network.
- Installation of additional software and upgrades.
- Work outside of normal business hours.
- Repairs of items not covered by Maintenance Agreement
- Replacement of parts for items not under warranty
- Training
- Data Entry

#### **Availability of our Network and PC Support Services**

- Support calls will be taken within normal office hours (9.00 am to 5.00pm Monday to Friday) but our aim is to be flexible.
- Each call will be assigned to an engineer. One engineer is assigned as the main contact for your support contract. Contact numbers of all engineers will be available on request so that you have alternative engineers available to you to cover holiday periods and sickness.
- A call to site if required will be within 8 normal office hours. Average response time is less than 8 hours. If your server goes down then we would expect to have an engineer with you within 2 hours.
- Weekend Support – By arrangement.

**For further details please contact Josh Franklin on 1800 IT HELP (1800 484 357)**