



## Active System Maintenance

This is our monthly payment maintenance contract where you pay a fixed price irrespective of the time we spend keeping your system working. There would be no extra charges for site visits, call-outs or travelling time.

The advantage of this contract is that your support costs are fixed. It does not cover any work involved in making changes to your network that you have requested, but we can always give you a fixed price quotation for any extra work before we go ahead. This type of contract suits customers who want to hand over all the responsibility for keeping their systems running efficiently.

A maintenance service is where we would take full responsibility for the performance of your network, including daily monitoring your back-ups, remote monitoring of your server performance and regular monthly maintenance routine for your server.

The advantage of this service is that we take all the hassle away from you with our pro-active service, our account management, monthly reporting and six month reviews. Also, there will be no nasty surprises every month with the size of the bill.

Below is a summary of the features and benefits of our services:

- Our contracts are **rolling contracts** with monthly payments with a three month notice period so there is no annual lock in.
- A simple, easy to understand contract with a **single, inclusive monthly fee**.
- A **comprehensive service** that includes broadband, telephone systems, email hosting, cabling and network building
- A full design, purchasing and **installation service** for all hardware, software and telephone systems requirements
- The **willingness and experience** to liaise with providers of specialist software on your behalf when you have problems.
- Six-monthly **account reviews** held at your offices and reports on your network whenever you require them.
- Scheduled site **visits to audit** workstation performance with users and clear up any issues that never get reported.
- Regular **technical bulletins** offering plain language advice on new technologies
- **'On tap' advice** that is not charged for whenever you need someone to talk to
- A fully staffed **Service Desk** from 08:00 to 18:00 with an optional after-hours service from 18:00 to 22:00
- A **Service Level Agreement** that specifies response and repair time.
- **No charge** for travelling time and no call-out charges