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# **IT Network System Support Contract**

Sample

Produced for Sample  
Prepared by Sample

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## **Support of Local Area Networks (LAN) and Wide Area Networks (WAN)**

Monitor and configure the hardware and software involved in the operation of a fully functioning LAN or WAN to ensure continuity of service.

### **What is covered?**

- An initial audit of sites 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.
- Telephone support for network related issues are included.
- A monthly site visit to perform preventative maintenance by spotting problems that could be about to happen and taking measures to avoid them. Anti-virus software can be reviewed to ensure that updates are providing cover from the latest infections. A review of the performance and resources of the Network Server(s). Test restores from previously backed up data can be carried out to ensure the reliability of the backups. This provides a time to resolve any minor issues that have not warranted a separate call out to resolve.

**Note: Although we can verify backup data at the time of our visit we cannot guarantee the validity of backups between each visit.**

- Ability to call out within 8 hours to resolve an escalated support call.
- Initial consultation about development work required or identified.

## **PC support and associated peripherals (Printers/Scanners/Modems)**

Telephone and On-site support to diagnose and resolve, either directly or indirectly, hardware related issues.

### **What is covered?**

- An initial audit of sites to be supported in order to assess each PC and all peripheral devices. Documenting the state of the equipment including its configuration, specification and attachment to other hardware. The following is a list of what details will be noted about each item:
  - The configuration of any PCs which dial the internet and pick up email will be recorded to ensure the service continues to work if the settings are lost.
  - Phone numbers noted for remote dial in, a catalogue of the software installed on each PC, the make and model of printers noted and the drivers made available if they are not currently.
  - A serial number if not already displayed will be assigned to the equipment and logged in the event of a support call to help identify hardware.
  - Size of hard disk and space left unused, amount and type of memory, speed and type of processor, version of the operating system.
- Telephone support for PC & peripheral problems.
- Call out to site within 8 hours.
- The labour element of any repairs, maintenance or replacement of parts of PCs is included. ***Note: Parts will be charged for.***
- Assistance in resolving problems with Laptops, printers and peripheral devices. **This may involve costs with 3<sup>rd</sup> parties.**

## Availability of service

- Support calls will be taken within normal office hours (9.00 am to 5.00 pm 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 supplied 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 - This is **not** included in the support contract. However, our intention is to provide telephone support via our mobile numbers for critical system problems such as faults with your main data server. If work or a site visit is then required there would be a minimum charge of 1 hour. The weekend rate is twice the standard hourly on-site support rate (currently £65/hour) – ie £130 per hour.

Note: Contact can be made via our office telephone number or our engineers can also be contacted direct on their mobile numbers. A full list of contact telephone numbers will be supplied to you.

## **How the service works**

### **Telephone support for Network, PCs and peripherals**

We appreciate that clients usually want an instant response to their problems and for this reason calls can be made direct to the mobile phones of our engineers. Alternatively client's can call our office number and if an engineer is available they will provide assistance or our office will contact the appropriate engineer who will call you back within 10 minutes to diagnose the fault. If possible a suitable remedy will be suggested to the user involved and any serial numbers of hardware etc will be noted for the purpose of this call. If after diagnosis it is discovered a third party needs to be involved, then they will be contacted for you on provision of a suitable phone number and information to gain access to their support staff. We have access to a large Knowledge Base of information to solve known issues and we are also able to escalate a call to a higher level eg Microsoft or Novell.

As a result of the support call a site visit may be required. If the solution then involves replacement of hardware in a PC which is not under warranty then we will make a charge for the cost of the replacement part. If repairs or maintenance is required to peripheral devices then this may involve costs to 3<sup>rd</sup> parties otherwise there will be no charge for any stage of the call or visit this service is part of your contract.

Once you have agreed that a call has come to a successful conclusion we will close it.

### **Logging of support calls**

If required we will supply a computer support log file which is kept at the client's premises. Telephone support can be recorded along with details of site visits and action required.

## **Cost of services**

A monthly cost will be quoted based on:

- Number of sites
- Number of servers
- Network type
- Number of PC's and peripherals
- Software applications installed and in use

The support contract is to cover your existing system by providing telephone support and site visits should a fault occur. If a fault leads to a replacement PC or printer being supplied then the labour element of this is included in your contract.

If there is no identifiable fault with your system and you are simply upgrading Servers, PC's or peripherals then our involvement would be chargeable at £65 per hour.

We will discuss any chargeable work with you before commencing.

### **Examples of chargeable extras:**

#### **Adding a PC or Server to existing network**

An installation charge will be made to configure the PC or server to your requirements. This will be charged at the standard hourly on-site support rate (currently £65 per hour). Thereafter the monthly support costs will increase by the rate for each PC or server added to the system.

#### **Additional software and upgrades**

An installation charge will be made for installing new software and upgrades. This will be charged at the standard hourly rate (currently £65 per hour). On going monthly costs will be reviewed at 6 monthly intervals to consider new software installed during the period.

Any chargeable work undertaken Monday to Friday out of normal office hours (9.00am to 5.00pm) will be charged at £97.50 per hour.

### **Hardware maintenance**

If an item of hardware is under warranty it will be repaired free of charge by the manufacturer. We can assist you in dealing with this.

If the item is not covered by warranty we will advise accordingly. We are able to repair PC's ourselves and charge only for replacement parts.

### **Avoidable costs**

As part of our role as "IT Manager" we will recommend systems for you to adhere to (such as backup routines and virus checking) and also possible hardware and software upgrades if items become out of date, faulty or damaged. If our suggestions are not implemented and this leads to work required which could have been avoided then we may have to charge for this work depending on the circumstances.

### **Termination of Support**

Our contracts usually cover a 12 month period paid for by monthly standing order. Termination by either party can be given at any time and support will be provided to the end of the last month paid for unless mutually agreed otherwise.

### **Help us to give you the right service**

We aim to give you a consistently excellent service. However if you experience any situations which you feel were not handled properly, or if you have any suggestions as to ways in which we could improve our service to you, please contact Nigel Billings (Managing Director) at our office.

# Payment

By standing order at the start of each month covered.

Cover to start from Date

Actual cost per month for x plus VAT

A standing order form will be completed at the time of signing this contract.

Signed for and on behalf of Sample

Signed.....

Name (Print).....

Position.....

Date.....

Signed for and on behalf of Hands-On Computer Solutions Ltd.

Signed.....

Name (Print).....

Position.....

Date.....