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## ITSS – 2011/2012 – CONTRACT TECHNICAL SUPPORT WITH EMERGENCY COVER

This **Benchmark North Contract** entitles you to: -

- **TOTAL unlimited ICT support** Any relevant ICT equipment that is currently in your ICT inventory (or added during the contract period) is covered. Benchmark North deems relevant equipment should fall under the following categories; Software, Hardware, Server Technologies, Interactive Whiteboards, Projectors/Displays & AV Systems.
- **A regular scheduled visit** (defined at the beginning of the contract term) to support and develop your ICT infrastructure. It will consist of an on-site attachment: fixed day (Mon-Fri): fixed time (either 8.30am – 11.30am or 1.30pm – 4.30pm). Where possible, your technician will endeavour to stay beyond the 3 hour timeslot (within reasonable time) to finish any outstanding tasks. You will retain the same technician for the whole of the Contract (except in unforeseeable circumstances) if you so wish, to help the technician to support, develop and make recommendations regarding your ICT system.
- **An additional contact time with a technician** during the contract term stated above. This time is used for extra support that may be needed. Prior notice must be given to Benchmark North to arrange availability of the technician or you may wish to arrange this contact time with your technician during a scheduled visit.
- **Unlimited priority EMERGENCY response for call outs and off-site repairs.** If you have issues with ICT in between your scheduled visits you are entitled to call out a technician to take care of the issue. If necessary we will bring faulty equipment into the workshop for closer examination. Any necessary parts are chargeable (our sales team will endeavour to find the best possible price) but the parts will be installed and configured as part of this contract. You will be informed prior to the ordering of any parts/equipment of the costs incurred.
- **Remote support.** Our technicians can now resolve certain problems with the computer systems via your broadband connection without having to visit the establishment. Should the problem not be resolved by this method a visit to the establishment would be arranged in the usual manner?
- **Delivery of all equipment** purchased from Benchmark North Ltd. is **free of charge.**
- **Installation of all equipment** purchased from Benchmark North will **free of charge.** *Benchmark North Ltd. would make every attempt to check that software licensing agreements were being adhered to. Please note that it is the responsibility of the end user to ensure adequate licenses have been purchased prior to the installation of any software.*
- **Consultancy and advice on ICT.** Our technicians see all different kinds of systems and setups and understand what will work best for your needs. We welcome the opportunity to visit your premises and provide guidance on all aspects of your ICT projects.

- **Unlimited Telephone support and advice** from a team of experienced technicians and sales staff.
- **Access to our sales team.** Our sales team endeavours to find the best possible price for ICT equipment so you don't have to. Speak to one of the team as often as you like about an interesting piece of hardware or software you've discovered and get a quote via fax, phone, e-mail or post.
- **Web Hosting.** Available on request, we can provide the home for your website. An external charge applies for the registration of your domain name and we will advise you of this should you wish to setup hosting.
- **Members access to our website ([www.Benchmarknorth.co.uk](http://www.Benchmarknorth.co.uk)).** Full online ordering system via invoice.

This Contract guarantees you peace of mind. It eradicates the concerns you may have about ensuring all your ICT equipment is in good, safe, working condition. It enables you to provide the best possible support for your staff.

The team of Technicians and Sales staff understand **YOUR** needs and how important it is for us to provide **YOU** with the best service possible. We assure you of a reliable, quick response to your ICT issues at all times.

### **Not included in the contract:**

- **Additional time.** If you find that you require extra support, this can be arranged with the sales team, who will make every effort to assign your regular technician to undertake the work. This is chargeable at £45 per hour.
- **Installation & configuration of new equipment NOT purchased from Benchmark North Ltd.** Quotations for such work can be provided.
- **Cost of replacement parts** (except under warranty). These will be invoiced or deducted from Credit Facility – should one have been agreed.