



## EasyCare Total IT Support

**Tel** 01403 740 400

**Fax** 01403 741 125

**Email** [Chris.Sewell@activegroup.co.uk](mailto:Chris.Sewell@activegroup.co.uk)

**Web** [www.activegroup.co.uk](http://www.activegroup.co.uk)

### **Active-IT** Guaranteed

Active Information Systems Ltd  
3 The Grainstore, Brooks Green Road,  
Coolham, West Sussex, RH13 8GR



## Introduction

Today, IT systems are essential to the smooth running of businesses whether they are large or small. Keeping them maintained is essential, if they let you down then your business will suffer, so care and maintenance of your IT system is essential to make sure you don't endure slow speeds, downtime or disruption.

Our EasyCare Total IT Support really buys you business performance and continuity. You don't buy IT systems because you want to have computers on your desk; you buy them because you need them to run your business. EasyCare Total IT Support allows you to concentrate on running your business, whilst we look after your IT.

## Service Levels

Not everyone wants (or needs) the same level of support. Just as some people opt for basic insurance for their car, others want to have the security of knowing that whatever happens, someone will turn out, rescue them, and provide a loan car whilst theirs is fixed. EasyCare Total IT Support also provides options, from basic "no-frills" support to "fully comprehensive". Standard configurations are Bronze, Silver and Gold as below, should these not suit the requirements then a custom package can be put together exactly as required.

Feature	Bronze	Silver	Gold
Guaranteed response time	✓	✓	✓
Discounted labour rates	✓	✓	✓
ServerSafe Daily Monitoring	o	✓	-
ServerSafe Proactive Monitoring	o	o	✓
Telephone/remote support - timed service	✓	-	-
Telephone/remote support - unlimited time	-	✓	✓
Planned maintenance visits (quantity)	o	✓ (2)	✓ (4)
Emergency on-site response	o	o	✓
Update management	o	✓	✓
Hardware maintenance	o	o	o
Monthly support use report	✓	✓	✓
Remote/home users	✓	✓	✓
Annual IT strategy review	o	o	o
Disaster recovery planning	o	o	o
Consumable management	o	o	o
Annual out of hours "major service"	o	o	o

✓ - included as standard  
o - optional extra

## Features Explained

### Guaranteed response time

All support issues are sorted into three classifications when we receive them:

- Business Critical – 1 hour response
- Important Non-Critical – 4 hour response
- Non-Critical – Next Business Day response

Classification is not automatic, it is carried out in conjunction with the person who raises the problem and how it affects their business. If an issue starts out as Non-Critical but becomes more urgent then it can be escalated, providing of course there is good reason!

We guarantee to respond to issues in each of these classifications within the stated time. If we don't achieve this, then you don't pay for your support that month!

### Discounted labour rate

All EasyCare Total IT Support customers receive a 10% discount on our standard labour rates for any additional work they require.

### ServerSafe Daily Monitoring

ServerSafe Daily Monitoring performs checks on a daily basis to spot potential problems on your server. Whilst these problems may not affect the operation of the server immediately, if left unattended they could turn into a disaster.

Checks performed include:

- Critical Events – Scans the Event Log for critical events
- Daily Backup – Any problems with backup tasks are alerted
- Anti-Virus Check – Alerts if anti-virus is not updated properly
- Disk Health – Checks that disks are healthy and warns if failing

### ServerSafe Proactive Monitoring

ServerSafe Proactive Monitoring provides constant checking of your server's critical functions, alerting us of any issue within minutes of it occurring!

We don't wait for you to notice that something isn't working, we don't need you to spend time troubleshooting, we just get on with fixing it. This means that problems get fixed faster, and downtime is reduced. Indeed, we usually find and fix problems before you are even aware of them!

## Telephone/remote support

The majority of IT problems can be resolved either over the phone (quick help issues) or using remote control support which allows us to take control of your server or desktop computer remotely using a secure Internet based connection.

**EasyCare Total Support – Bronze** features a timed service. Included in the contract is a set number of support minutes per month, which can be used for any purpose. If you need more minutes, these are charged in addition at the end of the month, if you don't use all of your minutes, they are carried forward for up to three months.

**EasyCare Total Support – Silver and Gold** both feature unlimited telephone/remote support time. This is dependent upon our carrying out planned maintenance and updates (both also included in the contract) plus any recommendations being implemented by the customer. As an example, if the system is held together with string and brown paper and we advise updating, don't expect us to spend forever re-tying the knots!

## Planned Maintenance

Just like getting your car serviced regularly at a garage, planned maintenance of your IT systems is essential if you don't want to suffer from breakdown!

Although not included in the Bronze support level, we will provide advice for the customer to carry out their own planned maintenance or can provide ad-hoc maintenance on request.

Both Silver and Gold support levels include on-site planned maintenance; two visits per annum for Silver and four for Gold. These ensure that your system is fully maintained and enable us to then provide telephone/remote support on the unlimited basis!

## Emergency on-site response

In the event of a Business Critical problem which cannot be resolved remotely, then we will provide an engineer on-site to fix the problem. We guarantee to attend by the Next Business Day, if we can be there quicker we will.

## Update Management

It is very important that software updates are installed on all computers to maintain their reliability and security. This is an option on Bronze level contracts, and included as standard with Silver and Gold.

## Hardware Maintenance

Equipment no longer covered by manufacturer's warranty can be maintained by means of the Hardware Maintenance option. This provides for repair (parts and labour) of faulty equipment subject to the availability of spare parts and the repair being viable. In the event of repair not being viable (ie

the equipment is end of life) then the option will be given for replacement with reduced installation cost.

### **Monthly support report**

This details all incidents reported, the resolution and the time taken to resolve the problem. Delivery of the report is normally by email, optionally it can be sent as a hard copy.

### **Remote/home users**

Support will be provided for remote/home users accessing company systems, subject to the user being registered with us. Support is not included for users own home PCs/laptops, or their broadband connections, unless specifically agreed otherwise.

### **Annual IT strategy review**

We welcome the opportunity to review IT strategy with customers. By doing so, it helps customers plan what they do with their systems, ensuring IT enhances their business as effectively as possible and helping reduce wasted effort.

### **Disaster recovery planning**

Not everything in life goes to plan, disasters do happen. Every business should have a written Disaster Recovery Plan so that if something unexpected does happen, staff know what to do, and disruption can be minimised. Whilst we are not experts on every aspect of disaster recovery planning, we do know about IT, and will be able to advise what is needed to minimise business interruption should IT systems fail, or what will be needed to get up and running should a major disaster such as a fire occur.

### **Consumable management**

Fed up with running out of toner/ink at the wrong moment? Don't want to get ripped off paying expensive carriage charges just to get a new cartridge quickly? As an option, all EasyCare Total IT Support customers can have their consumables managed by us! We'll evaluate your "normal" use, and recommend a minimal stock holding at your office. We'll then contact you (weekly or monthly, as agreed) to check stock level and arrange replenishment so that you don't run out.

### **Annual out of hours "major service"**

Having IT engineers crawling around under desks during office hours isn't always convenient or acceptable, neither is downtime for servers. Both are usually necessary at least once a year, if only to thoroughly clean out the dust and general detritus that accumulates and can lead to overheating. As an option, we will give your entire system a "major service" out of hours. This will include vacuuming out all server and desktop systems, tidying and replacing any damaged cables and performing any additional housekeeping jobs that are necessary to ensure best reliability.

## Active Information Systems Ltd Standard Terms and Conditions

### 1. Definitions

- The "company" is Active Information Systems Ltd.
- The "customer" is the organisation, firm, company or persons placing an order with Active Information Systems Ltd.
- The "goods" are all finished goods, parts or materials which are specified by the customer's order and are supplied to the customer under these terms and conditions of sale.
- The "services" are all supplied labour or consultancy either direct or subcontracted as specified in the customer's order and supplies under these terms & conditions of sale.
- The "contract" is the contract formed by the company's acceptance of the customer's order.

### 2. Formation of Contract

- There shall be no binding contract between the company and the customer until the company accepts the customer's order either by issuing a delivery note for the goods or services or by raising an order confirmation.
- All orders are accepted subject to the company's terms and conditions of sale and no terms and conditions of sale submitted by the customer shall be binding unless specifically accepted by the company in writing.
- These terms and conditions shall apply to each individual order raised by the customer and no waiver or act of non-enforcement shall prejudice the company in relation to any other order that may be placed or in progress

### 3. Prices

- Unless otherwise specified prices are for delivery at the company's premises and exclude all taxes, delivery, handling and insurance, and are valid for 30 days from date of quote.
- Taxes such as VAT will be enforced at the current rate at the point of invoice.
- The company reserves the right to increase, without notice, quoted prices after the date of the company's acceptance of an order to cover:
- Price increases by suppliers to the company. In this instance the customer may have the option to cancel the order without penalty.
- Extra costs incurred as a result of the cancellation, alteration or rescheduling of orders due to the customers instructions or lack of instructions
- Fluctuations in currency exchange rates and importation duties and taxes which increase the cost to the company of the goods imported into the UK for resale to the customer.

### 4. Risk

- Notwithstanding any provision herein contained the company shall not be liable for any loss or damage of any nature to the goods after the same shall have been delivered or passed to the customer or the customer's agent.

### 5. Payments and customer order cancellation

- Unless otherwise expressly agreed in writing by the company prior to delivery of the goods or performance of the services, payment must be made within the time specified on the invoice in pounds sterling by either cash or a cheque drawn on a UK bank at the company's premises or by cleared payment direct to the company's bank account. Our standard payment periods are listed in section 7. Special terms may be negotiated by formal request in writing and agreed by both the company and the customer.
- The company will invoice on the day of delivery with the customer.

- Without prejudice to any other right of the company, any overdue payment shall bear interest at the rate of 1.5% per calendar month or part thereof from the date of the invoice of any amounts outstanding until full payment is received.
- The company shall be entitled to cancel the contract if the customer commits any available act of bankruptcy or does anything which would entitle a receiver to take possession of the goods or which would entitle any person to present a petition for winding-up or bankruptcy.
- Cancellations of orders by the customer for goods with insufficient or reasonable time for the company to cancel their agreements with the company's sub suppliers, will subject the customer to a restocking charge .

## 6. Availability

- The company where practical will endeavour to provide availability of goods and services as quoted. There are some instances where original items may not be readily available. In this circumstance the company will agree in writing with the customer an agreed alternative product or service. The customer's rights are not affected in this instance though they will be bound to the terms of payment and cancellation as in section 5.

## 7. Account Terms

- New customers are required to complete an account application form. The company will then decide an initial credit limit suitable for the customer.
- First orders are issued on a Pro-Forma invoice and payment is to be made in advance.
- Subsequent orders over £5000 – 50% of order value in advance of delivery and balance paid within 30 days of invoice.
- All invoices are at point of despatch from the company.

## 8. Retention of Title

- The company shall retain full title to the goods until full payment has been received in respect of the supply of the goods to the customer.
- Until receipt of payment of the goods the customer shall hold the goods at bailee for the company in a fiduciary capacity although the customer shall be entitled to sell the goods to a third party within the realms of normal business conduct on the condition that the customer shall account to the company all proceeds of such sale or hold the same in trust until full payment is made.
- The customer shall be entitled to incorporate any parts supplied as goods into other product in the course of business on the condition that the ownership of the product shall vest in the company until full payment has been made.
- The customer shall store all goods for which payment has not been made in full and identify them as the company's property until such payment has been made.
- If the company cancels the contract under clause 5 point 4, the company shall have the right, without prejudice to any other remedies, to enter, without prior notice, the premises where the goods owned by the company may be, and to repossess and dispose of any goods owned by the company so as to discharge any sums owed by the customer.

## 9. Delivery

- All delivery times are quoted in good faith but time shall not be deemed as to be of essence. The company shall not be liable for any direct, indirect or consequential loss or damage resulting from late delivery of goods.
- The customer shall not be entitled to treat the contract as repudiated by reason of late delivery.
- Any claim for damaged goods or short delivery must be made within three days of receipt of the goods in writing.

## 10. Warranty

- Warranty terms & conditions are dependent on individual manufacturers' provision on their goods. The company will provide reasonable assistance to the customer where possible in warranty issues relating to the original manufacturers of the customer's goods.
- Installation or service work is covered by a 4 week basic warranty. This will entitle the customer to any reasonable provision to rectify problems or outstanding issues for an installation. This provision does not constitute an automatic refund or means to return goods to the company.
- Any customer not satisfied with the goods or services provided by the company are asked to present their case in writing to the Managing Director. If appropriate the company may appoint an independent party in the resolution of any warranty dispute.
- The following exclusions apply:
  - Customer misuse.
  - Damage other than manufacturing defects.
  - Transit/Courier damage.
  - Incorrect voltage or power supply used.
  - Abnormal environmental operating conditions.
  - Modification to the unit or inexpert/attempted repair.
  - No fault found – where no fault can be found after extensive testing, indicating user error or failure in ancillary equipment.
- Should any of the above exclusions apply the company reserves the right to raise any relevant charges to the customer.
- The company reserves the right to nominate an approved third party to effect any repairs if necessary.
- The provision of loan equipment is not covered unless specifically agreed in writing by the company.
- The customer will ensure that the defective equipment will be correctly boxed in original packing or a suitable replacement. No liability is accepted for loss of use or consequential damage
- Transit damage caused by inadequate packaging is the liability of the customer.
- The customer shall ensure that all returns bear a valid RMA number which must be obtained from the company prior to the goods being returned.

## 11. Technical Specifications

- The company shall have the right to make any engineering or material changes so long as compliance with the functional specification is maintained and mandatory requirements are not affected.
- The company will provide sufficient documentation to use the goods provided.

## 12. Law

- All contracts shall be subject to and construed in accordance with the laws of England and in all respects as an English contract subject to the jurisdiction of the English courts.
- The customer agrees to submit to the non-exclusive jurisdiction of the English courts.