

# *Dunston Associates*

## System Support That You Can Trust

The implementation of your IT system is the start of a continuing process. Once your system is installed, you will want to ensure that it continues to operate seamlessly, day in and day out, to support your essential business needs.

To achieve this goal your system must be monitored and updated to protect your business from the increasing dangers of viruses and intruders. You will also want problems rapidly diagnosed and fixed. And when there is an emergency you will want a guaranteed response. With a Dunston Support Agreement all of this is taken care of.

You are able to focus your energies on your business priorities while we ensure that your IT system continues to operate without a hitch. In essence, we become your IT department – you get virtually all the benefits available to larger companies but without the cost of in-house personnel. Whatever you require, there's only one number that you need to call. At Dunston, our commitment is to provide you with a comprehensive personal service that is knowledgeable and reliable. A service on which you truly can depend – now and for the lifetime of your system.

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### **How Our Support Agreement Works**

To provide the most responsive service at the lowest possible cost, support is provided remotely wherever this is possible - via telephone, e-mail or fax and via remote connection to your system. All of this support is included within the standard price and when there's a problem that we cannot fix remotely, one of our engineers will rapidly be on-site. Beyond resolving problems, we can also arrange regular on-site visits to ensure that your system is properly backed up, fully updated and operating correctly in all respects. In short we take care of everything.

### **Support Hotline**

To obtain support, simply contact our Support Hotline via phone, email or fax. Irrespective of the topic, we will provide technical support to rapidly resolve virtually any issue you encounter, including typical problems with Microsoft Office applications. Our Hotline is open from 9.00am to 5.00pm Monday to Friday. If you need emergency support out of hours, or at weekends, or during public holidays, again simply telephone the Hotline. Your call will be transferred automatically to the mobile telephone of a duty engineer. If he cannot take your call just leave a message and he will call you back as soon as possible. Occasional out of hours emergency support is provided within the standard price on a best efforts basis. If you require guaranteed support outside normal Hotline business hours we will happily extend your Agreement to cover this.

### **Remote Desktop Support**

To minimise the additional costs of on-site visits, we normally require your system to be equipped with Remote Desktop Support facilities including broadband communications. This allows us remotely to access your PCs and servers. In this way we are able to perform diagnostic tests and to resolve the vast majority of problems with no need for a visit to

your site. To enable Remote Desktop Support, we will need access to your system through your firewall. If required, we will be happy to sign a non-disclosure agreement.

### **Annual Review and Planning Meeting**

Our goal is to ensure that you seldom need to think about your system. However once a year, within the standard price, you will receive a scheduled visit from one of our consultants. This meeting provides an opportunity to discuss any aspect of your system, plus your future business plans and any impact on your system needs. We will also provide feedback on your system and information about recent developments that might be of benefit to you.

### **What the Standard Agreement Price Includes**

The standard Agreement price includes all Hotline support and Remote Desktop Support plus occasional emergency out of hours support – and the Annual Review and Planning Meeting. There is a fixed price per annum for these services. This is based on the number of PCs and servers to be supported. The Agreement price does not include on-site support which is chargeable at our normal rates, nor does it cover hardware maintenance which is separately available.

### **Live PC Monitoring**

This powerful optional service enables us to remotely monitor the detailed configuration of each of your PCs. With this monitoring service we know what hardware and what software is installed and which specific versions. We know when potentially unauthorised configuration changes have been made. In this way we can help ensure that your system is not compromised and that you are not at risk from unlicensed software on your network. For this valuable optional service, there is a small additional annual charge for each PC.

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## On-Site Support

If a problem cannot be resolved remotely, then with your agreement, an on-site visit will be made. In an emergency where there is a severe loss of service, we guarantee to be on-site within six working hours. All other on-site visits will normally be next day or otherwise by mutual agreement. On-site support is separately chargeable at our normal rates.

## Initial Survey

Where an initial Support Agreement does not relate to a new system we have just installed, we will need to carry out a survey of each site to identify any remedial work that must be completed before the Agreement can commence. This survey will also allow us to create the documentation needed to support your system in the most effective manner possible. When we have completed the survey you will receive a full report which details any necessary remedial actions and the costs, as well as any other recommendations to improve the reliability or functionality of your system, or to reduce your running costs. The report will also include a quotation for the supply and installation of any Remote Desktop Support facilities that are not currently in place. Finally, we will assess any hardware for which you would like a maintenance service quotation. To help cover the cost of this detailed survey and report, we will request a modest contribution from you. The remainder of the cost will be borne by us and this forms part of Dunston's investment in our long term relationship with you.

## Regular Scheduled On-Site Visits

Many clients now ask us to visit their sites regularly, to carry out housekeeping tasks, to resolve minor problems, to implement minor changes, to ensure that backups are being performed correctly and that virus protection is up to date. Unfortunately, the threat to business computers from hackers and other criminals has now become a serious problem. Keeping up to date with hot fixes and patches published by Microsoft is therefore an extremely important task and one that cannot be carried out remotely. For all these reasons we strongly recommend regular scheduled on-site visits – either monthly or bi-monthly. There is an additional charge for this regular on-site service.

## Hardware Maintenance

Beyond providing all other necessary support, we will also manage all your hardware maintenance needs. In this way, irrespective of the problem, the Dunston Support Hotline is the only number you will ever need to call. Depending on the age and nature of the Hardware and the level of service you require, we

will recommend the most cost effective solution to meet your needs.

**New Hardware** – For most new hardware, we recommend that you take advantage of the manufacturer's extended on-site warranty service, normally available for at least three years. There is usually a fixed price for this service depending on the hardware to be supported and the service level you require. As standard, callout response is normally next day. However, in the case of servers, the critical heart of your IT system, we recommend that you select a same day response option. Note that if we need to make a preliminary site visit to confirm there is a hardware problem, this is chargeable at our normal rates. Note also that in the event of a disk failure, the manufacturer's engineer will resolve the hardware problem but will not re-install the software. This is something we will need to do and this is also chargeable at our normal rates.

**Other Hardware** – Where hardware cannot be supported via the manufacturer, we will happily provide the necessary maintenance service, subject to an initial assessment. This service is provided on a time and materials basis only. Service will be provided either directly by Dunston, or if appropriate, via a specialist third party service provider. Where an on-site visit is needed, this is separately chargeable. Callout response is normally next day. However, in the case of server failures and other critical equipment, we guarantee to be on-site within six working hours.

## Comprehensive Support at Your Service

With just one number for you to call, our comprehensive agreement provides all the support you'll ever need:

- **Standard system support services**
  - Hotline support during normal working hours
  - Remote desktop support
  - Occasional emergency out of hours support
  - Annual review and planning meeting
- **Optional system support services**
  - Live PC monitoring
  - Regular scheduled on-site visits
  - Hardware maintenance support
  - Guaranteed out of hours support
- **Additional service charges**
  - On-site support
  - Initial site survey – if required

To learn more about a professional service on which you truly can depend, simply call or email us today.