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IT Trends Ltd



FlatLineIT IT Support Services

Our FlatLine IT Support solution, gives you the stability of a fixed cost per month, for the next 3 years or more, without spending more than you would if we support and bill you as required.

How it Works

You purchase \$x (\$y/mth * 36 months) of IT TRENDS IT Support, for use in the next 36 months.

If you use more than that (for items that are covered as below) then there is no extra charge.

If you use less than the amount purchased you will receive a rebate on the underused value, when you sign another 36 month support contract.

Any charges for work undertaken that is excluded from the support are held over until the end of the contract and applied against any underused value, and only invoiced to you if the total value is over the amount purchased (\$x).

What is Included

- Initial Installation
- Preventive Maintenance (Annually)
- Other hardware supplied by ITT
- Phone & Remote Support
- Onsite Hardware & Software Support
- Software Rebuilds
- Network
- Microsoft Upgrades
- Printers (inc Multi-Function)
- Internet & E-mail Issues
- Travel Charges
- Staff changes
- Hardware (not supplied by ITT)
- Smart Devices
- Virus/SpyWare attacks
- Backup & Restore
- General IT Support
- Loan Equipment
- Response Time—4 Hours

What is Excluded

- Software not included as part of the PC/Laptop in the contract, Accounting and other specialist software (e.g. CAD, Payroll, Graphics, Games, Banking etc) and any support provided relating to these products, or issues arising from installing these.
- Setup in new offices.
- Damage and other non-warranty repairs.
- Virus/Spyware/Worms - if PC is not Fully Protected and up to date.
- Issues arising from work undertaken by non IT TRENDS Personnel.
- Repetitive call outs, User created issues or Negligence.
- User Backup and Lost Data and File Recovery.
- Cabling.
- Consequential Loss.
- Insurance.

What are the Advantages to Client

- Fixed monthly amount
- Travel charges are included (depending on location)
- No Cost increases – cheaper over the term
- Reduction in Disaster Recovery charge (if implemented separately)
- New Additional or Replacement Hardware and Software sold at cost +10% less prompt payment discounts
- Time spend (\$) will be no more than on as required.
- Simplify accounting and IT work approval processes
- IT TRENDS can be less financially focused in its approach to support as there is no additional cost to you for some Items that we undertake “because we want to” or “would like to” as these are included in the contract value e.g. Documentation, System rebuilds, Windows Upgrades XP to Windows 7.

Notes

Terms and conditions subject to change without notice. Please refer to your contract at time of signing for binding terms and conditions.

Payments - by direct credit or Credit Card charge, to Flexirent.

Definition of Terms

“Initial Installation” Covers the following:-

- MS Windows (Vista, W7, W8/8.1) Setup inc. latest Service Packs & relevant updates
- Relevant Drivers
- MS Office 2013 H&B including Service Packs & relevant updates
- NOD32 Anti-Virus with Updates
- Adobe Reader, Java, Flash Player – Latest versions
- Internet & Email – Setup and test
- Printer (s) – Setup and test
- Connection to Network/Server (if applicable)
- Backup Procedure (For standalone PC's & Laptops)
- Copy Documents, Emails, Favorites and Auto Signatures from Old PC
- Other Software we are confident to install
- Documentation and Configuration to IT TRENDS Best Practice

“Preventive Maintenance” covers the following:-

- Check Hard disk and event logs for errors
- NOD32 Virus Scan and clean
- Updates to Windows, Office and other Software included in “Installation”
- BIOS and PC Driver updates
- Printer Driver updates
- IT TRENDS Best Practice Changes and Updates
- Hard Disk Temp file cleanout and De-fragment
- PC & DVD Clean
- Update Documentation

“Onsite Hardware & Software Support” - we come to you, during normal Business hours, and Fix issues with the PC or Laptop. Outside of Business Hours part charges apply.

“Phone and Remote Support” - is where IT TRENDS can connect and fix issues on your system via phone or remotely, without needing to come onsite.

“Software Rebuild” - implies re-setup of Windows etc, as per “Initial Installation”, form Hard Disk Failure or Windows Corruption, except where covered elsewhere in this contract e.g. Virus/Spyware attack.

“Network” - implies issues with your LAN, only pertaining to contracted PC/Laptop.

“Microsoft Updates” - This covers Windows and MS Office Upgrades along with Windows Updates. When you want to change versions of Microsoft Windows, at some point after the Initial Installation e.g. Vista Business, or Windows 7, or Windows 7 or 8, or the version of MS Office you are running ie 2007 to 2010 or 2013. Also Issues arising from regular updates from Microsoft – for both Windows and MS Office.

“Printers (inc Multi-Function)” - Installation and Support/Issues with Printers. For Multi-Function printers this includes Scanning and Faxing.

“Internet and E-Mail Issues” - covers any issues you have with the Internet and E-mail, including changes in your ISP.

“Other Hardware” - covers items not in this contract e.g. Printers, Scanners etc.

“Staff Changes” - where any reconfiguration is required after a change in staff member.

“Smart Devices” - This covers devices such as Blackberry's, iPhones, iPad and other “intelligent” type device that you may connect to the PC/Laptop etc.

“Virus/SpyWare Attacks” - repairs/support required to clean and fix a SpyWare or virus attack.

“Backup and Restore” – where there are issues with your Backup Procedure or Files need to be restored.

“General IT Support” - This covers all the myriad of other “little” jobs we may do for you e.g. mouse does not work, I can't do this, or how do I do that, I connected a USB Pen/Hard drive and can't find it etc.

“Loan Equipment” - this is the time (cost) required to configure any loan equipment IT TRENDS supply while the contracted item is being repaired.

“Response Time” - this time is the Maximum time IT TRENDS should attend onsite, or remotely, to any issue. It does not imply that any issue is fixed in the “Response Time” indicated. IT TRENDS does not warrant or guarantee any time to rectify any issue and does not accept any liability or loss, consequential or any other, for any repair time, implied or given. Response Time does not apply to Clients with accounts not within the credit terms agreed with IT TRENDS.

“Repetitive call outs, User created issues or Negligence.” There is no pre-determined amount of support IT TRENDS will provide (Phone, remote and onsite) under this contract. However IT TRENDS reserves the right to charge where it believes that unnecessary support is being provided repeatedly, especially in order to remedy user created issues (particularly where IT TRENDS has advised how to avoid such issues recurring) or the user is being negligent in the correct use of the system.

“User Backup and Lost Data and File Recovery” – Clients are responsible for making backups (copies) of their data and other files. Any data or files that cannot be copied, recovered or restored are not the responsibility of IT TRENDS. IT TRENDS accepts no liability, consequential or otherwise, for any lost Data or Files. Recovery of this data that is not on a Backup is explicitly excluded from this contract.

“Cabling” – Any additional Network or Phone cabling that may be required to your network.

“Consequential Loss” - IT TRENDS accepts no liability or costs, consequential or otherwise, for any loss of use, arising out of any fault covered, explicitly or implied, under this contract.

“Insurance”. All goods must be covered with a comprehensive insurance policy at all times.

Frequently Asked Questions (FAQ)

Why would I have a support contract?

Certainty - For the next 3 years you will know, more accurately, what your computer costs are going to be and when there is an issue you know that someone will be there to fix it, and when.

Financial - The monthly costs can be more accurately budgeted and there are no peaks and hollows in your cashflow, there are minimal upfront costs, and you can use your "spare cash" for other, more profitable, areas in your business. This will make your accountant very happy. Businesses Lease many items, for many reasons, e.g. Premises, Cars, Phone Systems, Furniture etc why not "lease" your computers, paying for them as you use them.

Peace of Mind – When there is an issue, or an item needs replacing, there is no need to be hesitant when calling us and worrying about the cost, as there are no unexpected bills and the amount of time (cost) to affect the replacement or repair is not reflected in the amount you are paying. On the Professional plan almost anything you need is included.

Pro Active – By having your systems fully covered IT TRENDS can proactively monitor, maintain (Preventive Maintenance) and repair (Windows Security Updates and Service Packs, hardware issues etc) your systems so that you have less down time, and therefore less indirect cost, without you getting unexpected bills.

Commitment - IT TRENDS is committing to you, we are here for the long term, and responsible for supporting your IT systems for the next 3 years, and you know when we are going to arrive to attend to any problem.

It is 100% tax deductible, no worrying about Fixed Asset Lists and Depreciation schedules, just expense it monthly.

If I have all my computers on a Support Plan, do I pay even if I don't need you?

Yes, however if you put all your systems on our Professional Plan (almost everything is covered), for 36 months, and at the end of the Term you have not used all the value we estimated, then we will give you a 100% Rebate on the unused value, providing you sign up for another 36 month contract.

Are there any other benefits to having all my IT on your Professional Support Plan?

Yes, we will hold any chargeable time, for work we do that is not covered by the support plan, until the end of the contract, offsetting that value against any unused value and only invoicing you if there is a balance.

Additionally, if you Flexirent your Hardware and Software, then we will source and supply any new Hardware (Servers, PC/Laptop, Printers, Internet etc) or Software (Windows, Office, Anti-Virus, etc) for you at no charge for our time.

I don't know IT TRENDS so I am not sure I want to commit to a 36 month contract

In the unlikely event that you don't like the service we provide, or your circumstances change the contact can be terminated at any time, however some termination charges may apply.