

Software Support Service



SOFTSUPPORT

UNLIMITED SUPPORT FOR A FIXED COST



Servatech can help your business and your staff make the most of the systems and software you use, helping to increase your efficiency and productivity. Our software support, administration and remote help service is called Soft-SUPPORT.

Soft-SUPPORT offers comprehensive support services; incorporating telephone based helpdesk support, optional remote control and on-site engineer visits. Soft-SUPPORT covers most industry standard desktop operating systems and application packages.

This annually renewable contract provides software support services on an unlimited and individually tailored basis.

Soft-SUPPORT also provides many of the additional day to day administration tasks and support requirements, normally provided by an in-house IT department. For example, maintaining user accounts, e-mail system maintenance, fileserver health and general network system maintenance.

Servatech will install remote control software on all desktop and server systems, which allows control of user PCs from our office in Wakefield. Clients requiring this functionality will need an ADSL (Business Broadband) connection as a minimum requirement. Setup costs for full remote access/administration and reporting can be included in Soft-SUPPORT.

Soft-SUPPORT is a support package designed to provide continuous operation of existing systems, and does not cover upgrades or migration projects, similarly it cannot be used for evaluation or installation of new systems.

Soft-SUPPORT provides peace of mind for Servatech customers, providing cover for almost every eventuality; the product is entirely customisable for any company.

The standard hours of cover are Monday to Friday, 8.30am to 6.00pm, excluding public holidays. Extra cover can be arranged, up to 24 hours a day, 7 days a week. Costs are available upon request.

Support will be given for "correct working" of software applications and not as a substitute for training or development of user knowledge. Training services can be provided upon request.

In addition to telephone support, Servatech can install service packs for operating systems and software applications as and when they are required. Servatech will correctly configure any auto-updating antivirus software if required, and ensure correct error-level reporting for backup and anti-virus packages.

To log/record a service request, the client calls Servatech and selects the support option. Once the call is answered, a unique reference number is generated for the incident. The caller is then asked for an explanation of the problem, and transferred to the engineering support team.

Every attempt will be made to handle these calls live with a support specialist. However, in the event that all engineers are engaged on other support calls, an engineer will return the call within a targeted maximum of one hour from the call log time.

In the event that a fix cannot be obtained either by telephone or through remote control, Servatech will arrange for an engineer call out to site, at no extra cost, for an unlimited time, usually within a further 8 working hours.

Additional services may be built in to soft-SUPPORT, these could include scheduled on-site engineering visits, remote infrastructure monitoring, or any other additional service from the TOTALCARE portfolio.

See www.servatech.co.uk/downloads/totalcare

Software and administration support covered under Servatech Soft-SUPPORT

MICROSOFT

- Windows Server 2008/2003/2000/, Small Business Server (any version)
- Windows Vista/XP/2000
- Office 2007/2003/XP/2000
- Exchange Server 2007/2003/2000
- Internet Explorer any version
- Outlook 2007/2003/2000
- Proxy/ISA Server
- IIS
- SQL
- System Centre Family
- Office Communications Server
- Sharepoint Server
- Windows Mobile
- Windows Server Update Services (WSUS)
- Hyper-V
- Virtual Server
- Project Server

CITRIX

- Metaframe XP
- Presentation Server 3/4
- Access Essentials
- Access Gateway
- WANScaler
- ZENapp
- ZEN Desktop

NOVELL

- Novell GroupWise 5.X 6.X 7.X
- Novell Netware 5.X/6.X
- Novell Netware Small Business Server 6/6.5
- Novell Open Enterprise Server
- Novell Open Workgroup Suite
- Novell BorderManager 3.X
- Novell Zenworks 6.X

SAGE

- Line 50

OTHER

- Network Associates
Total Threat Protection
- Symantec BackupExec
CPS, System Recovery, Enterprise Vault
- Computer Associates
ARCServe
- Equisys Zetafax
- Linux
- Double Take
- Backup and Running
- Asigra Televault
- VMware all versions

Other software applications will be considered, subject to site survey. Administration tasks included by prior arrangement.

Soft-SUPPORT terms and conditions apply

contact your Servatech representative on

01924 880630

for full details