

## Support FAQ

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### How does a support contract benefit my business?

Our Active Fix Technology agents work proactively. They detect a potential problem with your workstation or server and then act upon it. This self-healing process reduces potential outage to your system and also reduces response times significantly. Although other IT companies will claim to proactively manage your network in truth they monitor for a failure and then begin to repair that problem. The benefit of AFT is that it is a proactive and preventative approach to IT management.

### Why do you not sell blocks of time like other IT companies?

Our aim at Nexus is to provide a complete managed service business model. This provides you the client with a known set monthly figure for your IT support based on number of workstations and servers. This way you can create an IT budget and add to your forecasting.

### What happens if I run out of support time?

We will bill out additional hours at our contract discount rate of 40% from our standard charge out rate, per month as required.

### What does my support contract NOT cover?

- 3<sup>rd</sup> party applications (eg, ACT, Sage, iLevel, Sales Star) – we will investigate issues but a support contract is required directly with the 3<sup>rd</sup> party supplier
- Router reconfiguration
- Removal of unneeded data from server or assistance with creating and archiving data
- Mobile phone support (unless covered under your agreement)
- Provision and installation of new software and hardware.
- Connectivity of equipment to the customer's domain.
- Upgrades to existing supported equipment.
- Installation of equipment and software installation of third party products.
- The cost of incident charges of manufacturers or other suppliers of either hardware or software, where manufacturers or suppliers, e.g. Microsoft, who do not offer free technical support and therefore charge on a per incident basis. The Service Provider will conduct the dialogue with such parties but the incident charges will be payable by the customer.
- The cost of replacing consumables including replacement backup batteries, leads, cables, ink and toner cartridges, laser drums, fuses and developers.
- The cost of recovering data from faulty hard disks.

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Business Partner



- The consequential losses, financial or otherwise, caused by system down time or system malfunction.
- Support for specialist, industry specific software.
- Where equipment is damaged through accident or misuse, a charge will be made for the repair.
- The cost of reconfiguring software or operating systems after the customer has performed an unauthorised installation or configuration of software.
- The cost of call outs to disinfect computers or servers from viruses and malware.
- Server failure due to low disk space or component / software failure.
- Where software is found to be unlicensed, support for that software may be withdrawn.

## What does my support contract cover?

### General

- New user requests
- New shares
- New permissions
- New distribution groups
- New email accounts

### Infrastructure

- ADSL diagnostics
- Network connectivity

### Server / Workstation

- Active Fix Technology™ server schedule:
  - Weekly updating of all latest Microsoft updates
  - Weekly reboot of system and disk check
  - Continuous 4 hourly update of AV product
  - Low disk space monitoring
  - Monitoring of event viewer / fix of critical errors
  - Automated restart of critical services
  - Backup monitoring
  - Server core operating system monitoring
  - Hardware monitoring
  - AV monitoring
  - Patch management
  - Low disk alert
  - 24/7 monitoring / automated fix
  - System audit hardware and software

- Active Fix Technology™ workstation schedule:
  - Daily updating of all latest Microsoft updates
  - Continuous 4 hourly update of AV product
  - Workstation health management
  - 9-5 helpdesk support
  - Patch management
  - Workstation health management
  - 24/7 monitoring / automated fix

## System audit hardware and software 3rd party

- Eset
- Sophos
- Backup exec
- Microsoft
- Acronis
- AVG
- Backup Assist

## Call management centre

- Agreed allocation of support time as the schedule (Part H) for all queries
- Support provided 9am – 5pm through our dedicated support number
- Service Level Agreement
  - 1hour response to all telephone logged queries
  - 2hour response to all email support queries
  - 24hour response to new user requests
- Monthly report of network health
- All items will be remotely managed by the Service Provider

## Out of hours support

- Inclusion of two critical out of hour emergency call outs
- Provide out of hours support at £100 for the initial hour using our dedicated support number