



ALL IT Services (UK) Ltd Summary of Services and Cover

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Contents

DOCUMENT APPROVAL	2
DOCUMENT HISTORY	2
CONTENTS	3
INTRODUCTION	4
SUMMARY OF COVER FOR A GOLD SUPPORT CONTRACT.....	5
<i>Remote Support - Contract Type > Gold</i>	5
<i>Server Support</i>	5
<i>Network Support</i>	5
<i>Server Support</i>	5
SUMMARY OF COVER FOR A SILVER SUPPORT CONTRACT.....	6
<i>Remote Support - Contract Type > Silver</i>	6
<i>Server Support</i>	6
<i>Network Support</i>	6
<i>Server Support</i>	6
SUMMARY OF COVER FOR A BRONZE SUPPORT CONTRACT.....	7
<i>Remote Support - Contract Type > Bronze</i>	7
<i>Server Support</i>	7
<i>Network Support</i>	7
<i>Server Support</i>	7
CONTRACT TYPE DETAILS.....	8
SLAS AND RESOLUTION TIMES.....	8
PRICE.....	9
CONTRACT DETAILS	9
TESTIMONIALS	10

Introduction

Thank you for your interest in ALL IT as a possible support partner for your business.

We have provided a document outlining our support contracts and options and hope that we can be of value to you.

Please contact us with any questions. We look forward to hearing from you.

With Many Thanks,

ALL IT Services (UK) Ltd

enquiries@allit.co.uk
www.allit-services.co.uk



Summary of Cover for a Gold Support Contract

The Support Cover is based on the following.

Remote Support - Contract Type > Gold
Unlimited FOC Remote Support Calls for Server Issues based on list below
Enable Servers to be managed Remotely but securely
Configuration and monitoring of UDP / TCP ports on PCs / Server.
Setup, Maintain and Monitor secure VPNs (Virtual Private Networks) between all Office Networks
Support of Applications running on PC's as per agreed list
Support of Printers
Support of Internet Browser
Support of Email and Office Applications
User Password resets
Liaise with Third Party Manufacturers re Maintenance on Hardware and Software
Active Directory User Management (disabling , creation of accounts etc)
Server Support
Monitoring of Events for Servers
Application Events
Remote Support of Server Operating System
System Events
Security Events
DNS Services
Directory Services
Check Performance Logs for Servers
Application Logs
IIS (Internet Information Server) Logs
SBS Backup Logs
Security Event Log
System Event Log
Setup Backup Scripts
Monitor Licensing for Server Client Access Licensing and recommend additional licences when required
Monitor UPS changes and battery life (if installed)
Apply Service Pack updates
Apply Security and Patch updates
Manage Anti Virus Live Updates and Client Management Console
Log Support calls and fix Operating System Issues
Network Support
Monitor Router Hardware
Setup and Monitor VPNs on the Routers
Log Support calls and fix Router / VPN Issues
Update Hardware Firmware as required
Server Support
Secure off site backups of your server and / or PCs via secure VPN

Summary of Cover for a Silver Support Contract

The Support Cover is based on the following.

Remote Support - Contract Type > Silver
Unlimited FOC Remote Support Calls for Server Issues based on list below
Enable Servers to be managed Remotely but securely
Configuration and monitoring of UDP / TCP ports on PCs / Server.
Setup, Maintain and Monitor secure VPNs (Virtual Private Networks) between all Office Networks
Support of Applications running on PC's as per agreed list
Support of Printers
Support of Internet Browser
Support of Email and Office Applications
User Password resets
Liaise with Third Party Manufacturers re Maintenance on Hardware and Software
Active Directory User Management (disabling , creation of accounts etc)
Server Support
Monitoring of Events for Servers
Application Events
Remote Support of Server Operating System
System Events
Security Events
DNS Services
Directory Services
Check Performance Logs for Servers
Application Logs
IIS (Internet Information Server) Logs
SBS Backup Logs
Security Event Log
System Event Log
Setup Backup Scripts
Monitor Licensing for Server Client Access Licensing and recommend additional licences when required
Monitor UPS changes and battery life (if installed)
Apply Service Pack updates
Apply Security and Patch updates
Manage Anti Virus Live Updates and Client Management Console
Log Support calls and fix Operating System Issues
Network Support
Monitor Router Hardware
Setup and Monitor VPNs on the Routers
Log Support calls and fix Router / VPN Issues
Update Hardware Firmware as required
Server Support
Secure off site backups of your server and / or PCs via secure VPN

Summary of Cover for a Bronze Support Contract

The Support Cover is based on the following.

Remote Support - Contract Type > Bronze
Unlimited FOC Remote Support Calls for Server Issues based on list below
Enable Servers to be managed Remotely but securely
Configuration and monitoring of UDP / TCP ports on PCs / Server.
Setup, Maintain and Monitor secure VPNs (Virtual Private Networks) between all Office Networks
Support of Applications running on PC's as per agreed list
Support of Printers
Support of Internet Browser
Support of Email and Office Applications
User Password resets
Liaise with Third Party Manufacturers re Maintenance on Hardware and Software
Active Directory User Management (disabling , creation of accounts etc)
Server Support
Monitoring of Events for Servers
Application Events
Remote Support of Server Operating System
System Events
Security Events
DNS Services
Directory Services
Check Performance Logs for Servers
Application Logs
IIS (Internet Information Server) Logs
SBS Backup Logs
Security Event Log
System Event Log
Setup Backup Scripts
Monitor Licensing for Server Client Access Licensing and recommend additional licences when required
Monitor UPS changes and battery life (if installed)
Apply Service Pack updates
Apply Security and Patch updates
Manage Anti Virus Live Updates and Client Management Console
Log Support calls and fix Operating System Issues
Network Support
Monitor Router Hardware
Setup and Monitor VPNs on the Routers
Log Support calls and fix Router / VPN Issues
Update Hardware Firmware as required
Server Support
Secure off site backups of your server and / or PCs via secure VPN

Contract Type Details

	Bronze	Silver	Gold	Platinum
Response Times (1st Line Support) for Service Level Agreement for Contract Types - This is the maximum time you will wait for us to get back to you with an assigned Case.	8 hr response	4 hr response	2 hr response	ASAP
Fix Times (2nd Line Support) for Service Level Agreement for Contract Types - This is the maximum time we will provide a technician to fix your issue.	4 hr Fix	3 hr Fix	2 hr Fix	ASAP
On Site 3rd Line Support Response	Next Day	4 Hrs	4 Hrs	ASAP
Days of Support	Mon to Fri	Mon to Fri	Mon to Fri	P.O.A
Hours of Support	9.00a.m. to 5.30p.m.	9.00a.m. to 5.30p.m.	9.00a.m. to 5.30p.m.	P.O.A

We have a 100% record with our SLA response and Fix Times of which 96.42% of calls covered by ALL IT Contracts are resolved remotely without the need for an on Site visit. Sometimes a 3rd Line Support call is required that may mean a site visit. We will provide your business with an E.T.A to your site and an approximate resolution time.

SLAs and Resolution times

When an issue is raised please email helpme@allit.co.uk or call our telephone support number via **0845 4890 450**.

A support Case number will be mailed to help you track your case.

If the technician can assist you on the initial call they will otherwise a call back will be made within the SLA time and then, if necessary, an agreed on site support visit arranged.

Price

Monthly Price payable 1 month in advance. If a Standing Order is setup for the beginning of each month – monthly advance payment not necessary. This price does not include any hardware maintenance or replacement hardware.

Contract Details

Contract is renewable yearly with 3 months termination by either parties. Contract is for 12 months.

Please refer to terms and conditions attached with this email/document.

On Site Call Out fee is charged at £35.00. Engineers hourly rate on site is charged at the Contract Type Rate (listed in the Contract Prices + VAT) and charged in 30 min blocks only if the issue cannot be resolved over the phone or remotely. Please note that over 96% of our calls are resolved remotely.

To request help please email helpme@allit.co.uk and your call will be routed via our call system that will automatically give you a case number, your assigned engineer and also keep you up to date with progress on your case (if it cannot be resolved immediately). You may also call our telephone support number via **0845 4890 450**.

With Many Thanks,

ALL IT Services (UK) Ltd

www.allit-services.co.uk



Testimonials



"Since we first appointed All IT Services as our IT Consultants and suppliers in 2003, we have developed an extremely close and positive working relationship with them. They are intimately acquainted with our systems, and have been involved in the design, implementation, monitoring and service of all our IT requirements (software, hardware, web design and communications etc) throughout - it is simply something that we do not have to worry about any more.

We currently operate across three sites in East Kent, and utilise cutting-edge technology in our business, including Small Business Server environments, Terminal Services remote solutions, "virtual offices", home access, web conferencing and more. This has enabled us to operate efficiently and cost effectively in an ever more competitive environment."

Edward Foster - Senior Partner - Fosters Law - www.fosters-law.co.uk



- Folkestone. Kent

"Premier Occupational Healthcare Limited is a medium sized business delivering occupational healthcare solutions to companies and government bodies such as Fire Brigades, Police Forces and rail companies. Two years ago we embarked on a strategy to grow our company and to become over the following five years one of the leading providers of Occupational Healthcare in the UK. In order to achieve this we recognised that we need to substantially upgrade our IT infrastructure and to put its development and management in the hands of experts. We chose as our partner All IT to be that expert and to provide us with the out sourced skills and people to help drive our business forward with modern technologies and systems.

All of our desk top, networks, servers for remote workers and client communications are managed by All IT as is our back up and resilience. We have over the last year introduced thin client technology enabling a centralised management of information and data. All IT have been superb in providing the advice and support to achieve this and then the expertise to implement and run the process. We have had IT traumas such as the collapse one weekend of one of our core servers. All IT were quickly on site and managed to get systems back up using a mix of our other servers within 12 hours and then installing a new server within 10 days, with minimal disruption to our business. Our newly appointed Director of Sales commented recently "I just wanted to give very positive feedback - I find our All IT guys really quick to respond and very helpful, and I am difficult to please! Thought you might want to pass it on - you don't often get service like they give" As you might imagine comments like this from a hardnosed sales director are not often forthcoming!

I am delighted to echo these views and would add that we have had nothing but professionalism and a true understanding of our business requirements from ALL IT and I am looking forward to our relationship continuing and growing over the forthcoming years"

Tim Abblett – Managing Director – www.premiero hc.co.uk

Worthingtons Solicitors – Folkestone. Kent – www.worthingtons.uk.com

"We feel fortunate to have been working closely with All-It for the past few years. The quality of their support and professional advice on all aspects of our computer system has proved invaluable to our business. It is reassuring to know that every query we raise will be dealt with personally and efficiently by any member of their dedicated team".

More references available