

CARE AGREEMENT

Any network needs constant monitoring and regular service & maintenance to ensure maximum network availability and minimum problems for users. Often this expense can be quite erratic and disrupt business if it is performed on a break/fix arrangement rather than on a proactive manner. And the cost can easily get out of hand.

On average, on a network of 2 servers & 30 workstations each month we would expect to spend:-

- 15 minutes per workstation loading updates – total 7.5 hours
- 1 hour per server loading updates – total 2 hours
- Maintaining asset & resource list for the network – total 2 hours
- Monthly reporting – total 1 hour
- 15 minutes per workstation for general workstation maintenance – total 7.5 hours
- Server service monitoring & maintenance – 6 hours
- 2 hours on site support per month

This totals around 30 hours per month and does not include unpredicted issues like server crashes or workstation rebuilds – all of which are covered under our CARE Agreement.

In fact, we provide all this plus more on our CARE Agreement - a supported network service agreement for a fixed cost each month enabling your businesses to budget effectively for your IT needs.

So what are the other real advantages?

- Proactive solution rather than being re-active – this will reduce downtime and ensure the most availability possible – less time lost by staff, less inconvenience for clients.
- Less “emergencies” for things to be repaired or fixed – better work environment for all
- Maximise the life of the server and workstations by identifying issues promptly
- Appropriate updates are installed at the right time making sure that your network is as secure as possible with less likelihood of crashes PLUS scheduling of these updates at a convenient time rather than having to apply due to urgent necessity.
- Being aware of future financial requirements for the network (eg knowing that drive space is running out, a hard drive is failing or the tape drive is starting to fail)
- Assist in the budgeting process by fixing IT costs
- Priority service AND a fixed price for the whole of your IT support – no more unexpected bills to pay.