



Maintenance Agreements

This document is aimed at members of staff at Compute4U Limited and outlines the possibilities of having a desktop computer or server maintained by Compute4U Limited in the event of breakdown or failure.

Compute4U Limited Introduction

The following maintenance agreements are available for:
Computer and or Server for hardware and or software

- Hardware Maintenance Agreement (see page 4)
- Staff Managed Desktop Agreement (see page 5)
- Public Computer Clone Agreement (see page 7).
- Server Maintenance Agreement (see page 8).

For details of the current charges for these agreements, see the forms at the end of this document or check on the Compute4U Limited Website at <http://www.Compute4U.co.uk/TechnicalSupport.htm>

Terminology

In order to understand parts of the following document, you will need to understand the following brief definitions.

- Hardware – The physical, touchable, material parts of a computer or other system. The term is used to distinguish these fixed parts of a system from the more changeable software or data components, which it executes, stores, or carries.
- Software – Computer programs, as opposed to the computers on which they run (the “hardware”). Software can be split into two main types system software (e.g. Dos, Windows 3.x, Windows NT, 2000, XP, Vista) and application software or application programs (e.g. word processors, spreadsheets, Email clients, etc).
- Desktop – The “look and feel” of the operating system on your PC that is usually Microsoft Windows based. How it is configured will affect how you work and what you can do.

Why should you have a Maintenance Agreement?

We advise that any equipment that is relied on should have a maintenance contract or some other form of arrangement for repairs to be carried out in the event of any faults.

- Departments are responsible for providing and maintaining PCs for their staff. Compute4U Limited will advise in the event of problems, but a support contract will ensure priority attention in the event that a visit is required and avoid the need for money to change hands at the time of a failure.
- Standardised desktop software build ensures a high level of uptime and support, with easier troubleshooting and fixing of problems. Getting back up and running in the event of a major failure is quicker also. Fixing non-standard desktops will be low priority and we cannot guarantee to find a fix other than complete rebuild back to scratch.
- You should not rely on the Compute4U Limited to help unless a contract with us has been taken out.

What should you do when you buy new Computer system?

- On-site maintenance for the first year (in some cases 3 years) after purchase of the equipment should be arranged with the manufacturer / supplier as this is often very inexpensive, however, to ensure on-going maintenance once this expires, take out an agreement with Compute4U Limited when you buy the computer system and we will ensure a seamless transition when your warranty expires.
- Hewlett Packard printers are best covered with a support pack, which gives three years on-site cover at a very good rate.
- Consult with Compute4U Limited for advice as to how best to have your equipment

configured. Take out a support agreement with Compute4U Limited.

What is on Offer

Having your server or computer covered by one or more of the following agreements will result in an annual charge being levied for a particular service or range of services. This should avoid any other charges for any necessary maintenance work during the period of cover.

- 1 Compute4U Limited will be on call to repair a computer or server if the hardware fails (Hardware Maintenance Agreement) and if the supported software or operating System of a Standard Desktop or Public computer Clone fails (Standard Desktop, Public Computer Agreements). Please note: software support for servers covers operating system only.
- 2 Hardware Maintenance or Server Maintenance may be had on their own but the Staff Managed Desktop or the Public Computer Clone Maintenance Agreements must be had in Conjunction with Hardware Maintenance (no charge until on-site warranty expires). With our agreement alternative hardware maintenance may be acceptable, in particular you prefer your department's own technicians to be responsible for this part.
- 3 Printer Hardware maintenance – note that printers need a separate hardware support agreement from Computers. There is no software agreement for printers, and hardware maintenance is with external companies. We will try to assist in the event of problems, but may need to charge to reconfigure printers. You are strongly advised to purchase new printers from reputable companies, e.g. "Hewlett Packard". Buying via reputable companies will help us to provide support for your equipment. If you buy other items you may encounter problems when you request Compute4U Limited to set up your printer as we may be less familiar with it, and there may be conflicts with our standard services. If in any doubt please contact Compute4U Limited before purchase.

What we do not offer

Not having your computer or server covered by any of the following agreements will result in Compute4U Limited not servicing your hardware at all and only making non-urgent house-calls to service the software at an hourly rate if staff time permits.

Please note: nearly all equipment in the offices of Schools / Universities staff members belongs to the Schools or Departments, not to the individual members of staff. This means that the issue of cover for maintenance is a matter for the Department to decide, particularly due to the financial implications of any decision. Please consult your Departmental I.T. Representative before making any choices.

Why should you choose Compute4U Limited to maintain your computer or server?

- You can report faults to Compute4U by telephone, mobile, fax, email, Compute4U website or in person. Just one familiar place to report to.

- The cost is competitive.
- For equipment under hardware contract with our own technicians (but not those placed on external contract) we can arrange to fix your equipment at a time convenient to you, so you don't have to worry about being out when our engineer arrives, or stay in all day awaiting a phone call. We can sometimes arrange for repairs in your absence (sometimes even with external maintainers). If a fault is intermittent or elusive we may need to take your computer system and any other peripherals connected to your computer that maybe reason for the fault, to monitor the computers behaviour at Compute4U workshop.
- The scheme is flexible and can often be tailored to suit your requirements, if for example you would like a standard computer software build, but have your own technicians or support officer who is able to rebuild the software, or hardware or both. We would charge only for the element your own officer was unable to carry out.

Hardware Maintenance Agreement

The Agreement

Computer equipment is accepted for maintenance on the understanding that it has no faults at the time. Any pre-existing fault may, or may not, be fixed by Compute4U for an agreed charge based on the cost of parts and labour involved, before acceptance. Currently most staff desktop computers purchased through Compute4U Limited department from their standard list (not notebooks or laptops however), may be accepted for repair by Compute4U Limited. Any non-standard items, such as large monitors (over 17 inch), and including all printers – which vary from normal staff computer specification – may need to be placed on an external contract as detailed below. PRINTERS are NOT INCLUDED in a computer agreement – a separate contract must be taken out for each printer. Other equipment, such as printers, laptops, notebooks, can be placed on external hardware maintenance contracts for the cost of the contract, plus a 20% handling fee. The 20% fee covers arrangement of the contract and call-out for repair if required, but equipment may be checked prior to the engineer being called. In the event of a call for repair being placed which is not covered by the contract (for example, incorrect use of the equipment), any surcharge made by the maintainer will be passed on directly when the invoice arrives. For some contracts where no call-out help is needed and assistance is required from one of our engineers. That is not covered under any maintenance agreement you will be subjected to our labour charges of £35.00 per hour. Compute4U offer this service to allow departments to benefit from the higher discount available with a large 'pooled' contract, but can only offer limited advice and help with call-outs. For full support of your computing equipment including, for example, servers and networks, please contact Compute4U Limited so that we can assess your requirements. **Please note:** that the technical support of Compute4U can give for machines not covered by a support agreement with Compute4U, may be limited – and may have to be charged for – if anything more than simple advice is required. Equipment on external maintenance contracts is not considered to be fully supported, as this may be equipment with which we are less familiar, but we will do our best to assist with faults. Computer equipment can have a relatively short life span – 5 years or less being typical. If equipment is beyond reasonable repair, due to old age or parts no longer available, we may be unable to effect repairs. We do not undertake to replace old equipment for new equipment, and cannot guarantee to make repairs under such circumstances. We will, however, do our best to assist in finding a solution to your problem. Please get in touch if you plan to keep older equipment on maintenance with us to ensure that it is still

maintainable. You are advised to consult Compute4U Limited before purchase of equipment. Please contact Compute4U Limited for advice.

Cancellation

Hardware, Computing Technicians

You may cancel your Hardware Maintenance Agreement with us at any time, by giving one month's written notice, provided payment is up-to-date. A pro-rata refund will be given for any unused period of the advance payment.

Hardware, External contracts

Equipment on external maintenance contract is subject to the conditions of the particular maintainer's contract. It is usual to have to give at least three months notice of cancellation. A contract will be renewed annually until the required notice has been given and charges passed on accordingly. Cancellation within the first year is sometimes not allowed. For exact details for external contracts, please check for the terms of the contract that your equipment is on. Please allow an extra month when notifying us of cancellation of an external maintenance contract to allow time to pass this on; for example for three months notice, let us know four months in advance.

Staff Managed Desktop Agreement

Hardware

The hardware requirement for a Staff Managed Desktop Agreement is a PC with the following minimum hardware specification:

For a staff desktop for all but those making very light use of the machine:

- Processor – Pentium III, 450 MHz
- Memory – 128 MB RAM
- Hard disk – 4Gb capacity
- Ethernet card – 3-COM 3COM Ethernet 10/100 or Intel 100 PRO
- CD-ROM drive

For a staff desktop where only light use is made of the machine (email, word processing simple documents, web browsing):

- Processor – Pentium II, 266 MHz
- Memory – 128 MB RAM
- Hard disk – 2Gb capacity
- Ethernet card – 3COM Ethernet 10/100 or Intel 100 PRO
- CD-ROM drive

In general the hardware must be covered by a Hardware Maintenance Agreement once it is out of the warranty period. This can be arranged with a third party company, should the PC not be of a model supportable by Compute4U Limited technicians. Not all PC hardware components are supported by Windows 2000 and above, so some older PCs and/or peripherals in particular may not be suitable for use.

Software

The Staff Managed Desktop will have the following software installed:

- Operating system – Windows 98 and above
- Internet Explorer 5 and above, Outlook Express 5 and above
- Office 97 and above – comprising Word, Excel, Access, PowerPoint and Outlook
- Any necessary drivers for a local printer.

The department or owner must have a licence for the operating system, and a license must be owned for any other additional applications installed on the computer system in question. An extensive list of extra software is available for use and this list will be extended over time. Some packages will require the department to purchase a license. For current details please contact Compute4U Limited. The versions of these packages may be updated in the future. Users will be informed of any major updates to be carried out. Updates must be accepted to stay in the scheme. In most cases a local disk partition is made available to owners of Staff Managed Desktop for storage of personal files. Since this folder is not backed up automatically, important files should be stored on departmental servers or the central server Home Folder servers. Files on servers are backed up, so that should a server fail, the server disks can be rebuilt. Please note that this is not an archive. Individual files will not therefore be restored in the event of accidental deletion. Users are responsible for making back-up copies of important files.

Support

Queries on the use of problems with a Staff Managed Desktop Computer should be reported to Compute4U Limited. Support staff will attempt to investigate problems by remotely accessing the Computer. Owners may wish, therefore, to restrict access to confidential files to themselves alone. Unresolved problems will be passed to consultants for further investigation. Visits to the Computer will be made only if a problem cannot be resolved remotely. We will prioritise work on Staff Managed Desktops, but are unable to guarantee a time within 4 hours which your problem shall be resolved. If a complete re-build of your computer software is necessary, this will be done within two days.

Failure

Should a problem, which may be hardware or software related, make the computer unusable, the computer will have drive C: wiped and rebuilt. Notification will be given prior to any such action. We are aware that your data is important to you, if you do require a full backup before commencing such action, this will be chargeable accordingly.

Cancellation

You may cancel at any time. It may be necessary to make changes to the list of software available. You will be given the opportunity of cancelling prior to renewal each year, to allow for an annual review of your needs. On cancellation we will give you full access to your computer, and the Administrator password. Should you wish to rejoin the scheme, the computer disk will be wiped and rebuilt with the current list of software. An hourly charge will apply and further licence purchases may need to be made.

Public Computer Clone Agreement

Hardware

The hardware requirement for a Public Computer Clone Agreement is a computer with the following minimum specification:

- Processor – Pentium III, 450 MHz
- Memory – 128 MB RAM
- Hard disk – 4Gb capacity
- Ethernet card – 3COM Ethernet 10/100 or Intel 100 PRO

Please note

To maintain a high level of security and prevent disruption to the normal running of software, in general users will have Restricted Access status on a Windows 2000 Staff Managed Desktop. This will prevent the installation of software not published by the Compute4U Limited as installable by users.

- CD-ROM drive

In general the hardware must be covered by a Hardware Maintenance Agreement once it is out of the warranty period. This can be arranged with a third party company should the computer not be of a model supported by Compute4U Limited technicians. Not all computer hardware components are supported by Windows 2000 and above, so some older computers and/or peripherals in particular may not be suitable for use. NOTE: Public Computer clones are built using pre-prepared disk images. As these images can be hardware specific there is a possibility that no existing image is suitable for your machine. As creating new images are a time-consuming task and not practical for a single machine type, Compute4U Limited reserves the right to refuse to enter into a Public Computer Clone Agreement.

Software

A public Computer clone will have the current software build for public computers. In general extra software is not installed on individual public computer clones managed by the Compute4U Limited for departments. Students will not generally be able to install extra software. The department or owner must purchase a licence for a Windows operating System. No provision is made on Public computers for storing files on the local disk; all files must be stored in Home Folders, either on departmental servers or on a Home Folder server. Files on servers are backed up, so that should a server fail, the disks can be rebuilt. Please note that this is not an archive. Individual files will not therefore be restored in the event of an accidental deletion. Users should make their back-up copies of important files.

Support

Queries on the use of, and problems with, a public computer clone should be reported to Compute4U Limited. Support staff will attempt to investigate problems by remotely accessing the computer. Unresolved problems will be passed to consultants for further investigation. Visits to the computer will be made only if a problem cannot be resolved remotely. We will prioritise work on Public computer Clones, but are unable to guarantee a time within which your problem shall be resolved. A complete rebuild of your computer software, if necessary, should normally be done within two days.

Failure

Should a problem, which may be hardware or software related, make the computer unusable, the computer will have drive C: wiped and rebuilt. Notification will be given prior to any such action. We are aware that your data is important to you, if you do require a full backup before commencing such action, this will be chargeable accordingly.

Cancellation

You may cancel at any time. The computer must have all software removed. This may mean the hard disk being wiped clean.

Server Maintenance Agreement

The Service

Compute4U Limited will:

- Monitor operating systems.
- Install patches, fixes, up-dates to operating system.
- Provide disaster recovery from back up.
- Setup file structure on request of department.
- Manage user and email accounts
- Administer and Administrative tasks
- Offer advice and guidance on server management.
- Liaise with hardware engineers.

Cancellation

You may cancel your Server Maintenance Agreement with us at any time, by giving us one month's written notice, provided (in the case of a service department) that payment is up-to-date. A pro-rata refund will be given for any unused period of the advance payment.

Repairs

In the event of a fault with your departmental server, Compute4U Limited will have begun a free diagnostic service on that server within 8 working hours of the fault being reported or observed. In the event of a hardware fault being found, the external hardware maintainer will be contacted and Compute4U Limited will negotiate with them on the department's behalf. In the event of an operating system fault, Compute4U Limited will endeavour to solve the problem as soon as possible.

Hardware and Standard Desktop Maintenance Agreement Application Form

Please complete sections A to D and return this form to Compute4U Limited.

Section A – Hardware Maintenance

Please ensure that the Compute4U Limited maintains this PC after expiry of the warranty. My department agrees to pay the prevailing annual charge (subject to the terms and conditions of maintenance) plus the cost of printer maintenance contract if applicable.

Is this PC replacing one that is currently under a maintenance agreement? **Yes / No**

If this is the case we will cancel the existing contract and ensure your department is charged correctly.

Person Requesting

Business Name..... Department.....

Username..... Telephone No.....

Usual User of PC

Name 1 Username

Name 2 Username

Name 3 Username

Name 4 Username

Name 5 Username

Name 6 Username

Name 7 Username

If there are any other users to be using this computer in question, please state on a separate piece paper.

PC Details

Location (Building & Room).....

PC Manufacturer..... PC Model.....

PC Serial No..... PC Warranty expiry date.....

Monitor Type..... Monitor Serial No.....

Extras e.g. Tape Streamer.....

Printer details – if not networked

(Use a separate form to request set-up of a networked printer)

A separate contract will be taken out with an external maintainer for the printer, when its warranty expires.

You will be charged separately at cost + 20% for this.

Printer Manufacturer..... Printer Model.....

Printer Serial no..... Printer Warranty Expiry.....

Section B – Desktop Installation

If you would like us to 'build' the software on your PC to our standard specification, please indicate which desktop you require. Note that you can have a standard build on your PC, even if you are not taking out a Staff Desktop or Public PC Clone Maintenance Agreement.

I would like my PC built as: Please tick appropriate box.

Staff Managed Desktop

Indicate in Section C whether or not for Maintenance

Public PC Clone Agreement is required

A plain build with just the basics

None

The rate for the building, configuration and delivery is currently one hour's work at £35.00 per hour – if you need any extra work beyond this please allow for more than one hour's work on more sophisticated systems.

Please note: the Public PC Clone build is only recommended for PCs to be for shared use amongst students (UG or PG) and not staff. The Public PC build will also include the loading of local printer drivers to allow your students to use a locally attached departmental printer. This does not apply to other items of peripheral hardware. However, any printer attached in this manner will not be able to be shared by users of other PCs

Section C – Desktop Maintenance

If you only require hardware maintenance please ignore this section.

I would like to apply for

A Staff Managed Desktop Maintenance Agreement

A Public PC Clone Maintenance Agreement

Neither

My Department agrees to pay the prevailing annual charge, which is currently £150.00 per annum in addition to the cost of installation (see Section B).

Note: If no maintenance agreement is entered into, I understand that this means that my department will not be billed for an annual software charge, only for the time taken to build

the PC, and for any subsequent work necessary in the event of a problem. I am prepared to risk any problems that might occur and understand that requests for support if my PC has problems may take a lower priority than contracted PCs.

Section D – School / University

Comp No

Signature Date

Section E – For Compute4U Limited use only

Staff Managed Desktop / Public PC Clone delivered to the user and set-up for use:

On (date)..... NetBIOS name.....

By (signature).....

PC Domain (e.g. company. local).....

User's name.....

Login.....

The data collected will be used to amend your computer record and will not be disclosed to any external source without your consent. It will form part of your permanent record. Personal data is held by the user / department under the terms of the Data Protection Act.

Server Maintenance Agreement

Acceptance Form

After consultation with the Compute4U Limited, I have read, understood and accept all parts of the Server Maintenance Agreement.

Name..... Department.....

Ext No..... Location.....

Name of Server.....

My department agrees to pay the prevailing annual charge for maintenance (according to the terms and conditions of the maintenance cover) and the prevailing annual charge for on-site maintenance with an external maintainer.

Customer Confirmation Agreement

I/we do agree to the terms and conditions that are laid down by Compute4U Limited in accordance to maintenance agreement between the client and Compute4U. These terms and agreements can be obtained from Compute4U's website at the following address below and are also attached to this agreement form. These terms and conditions are eligible to change by Compute4U at any given time and the client will be notified of such changes.

http://www.compute4u.co.uk/maintenance_contract_agreement.htm

Company Name.....Company Number.....

Address.....

First name.....Surname.....

Signature.....Date.....

The data collected will be used to amend your computer record and will not be disclosed to any external source without your consent. It will form part of your permanent record. Personal data is held by Computer4U Limited under the terms of the Data Protection Act.

Please Note: Please forward this agreement to the following address;



Compute4U Limited
Maintenance Agreement Services
14, Swallow Rise
Walderslade
Chatham
Kent
ME5 7PR