

The Advantages of a service contract

Normally when you buy a PC you get a parts warranty for a certain period. Clients mistake this for on-site support from the vendor/supplier. This is what you get:

What **IS** included when you buy a PC is the following:

- *Parts for the base unit for One to three years* from date of purchase*
- *Parts for monitor for one to three years **
- *For DTK, Compaq and IBM – 3 years* for Computer base unit*
- *Labour for one year (Specifically for the hardware related problems)*
- *Service calls are “return to base”. I.e. you have to bring the equipment to our workshop for repair.*
- *No Data transfer support in case of hardware failure*

** Note: warranty is dependent on manufacturer*

What is **NOT** included when you buy a PC is the following:

- *On-site setup*
- *On-site Service Calls*
- *Network Workstation Configuration*
- *Printer Support*
- *Telephone support*
- *Regular software updates, service patches and fixes*

With our AMC (Full support contract) you get the following benefits:

- | | |
|---|---|
| <ul style="list-style-type: none">• <i>On-call on-site support</i>• <i>Same day turn-around support</i>• <i>Emergency attendance on critical failures</i>• <i>Windows 98, XP, Vista & Windows 7 support</i>• <i>Application support (Most business programs other than Windows)*</i>• <i>Software Update, patches and fixes applied</i>• <i>Inventory of your network – hardware and software used</i>• <i>Workstation Tagging</i>• <i>New User Creation, when user changes, or for a new employee</i>• <i>Email Account setup for new users.</i>• <i>Network connectivity & related support services</i>• <i>Printer-related connectivity support</i>• <i>Internet access problems</i>• <i>User problems with network</i>• <i>Anti-virus updates on workstations</i> | <ul style="list-style-type: none">• <i>Data support and standard recovery, if affected by Virus</i>• <i>Support for crashed systems</i>• <i>Telephone – help desk support</i>• <i>Replacement units & parts (where applicable)</i>• <i>Generally fair prices on equipment with consistent pricing reliability. Almost all of our equipment is sourced directly. You get products which are UAE specific, duty paid and supported by service providers.</i>• <i>Delivery & Installation services</i>• <i>Microsoft Partner Support – Support services from Microsoft & MVP professionals for unsolvable problems, since we are registered Partners</i>• <i>General Physical service (if equipment requires it)</i>• <i>Substantially lower costs as compared to an in-house employee who will cost at least 70,000 p.a.</i>
<i>(Salary+allowances+Medical+airfare+gratuity)</i> |
|---|---|