

# Gardner Systems plc

## Tech-Time Standard - Part 1 (Non-critical)

Flexible maintenance, training and support contracts



2009-2010

## Contents

- **Tech-Time**
- **Tech-Time Option Plans**
- **Tech-Time How It Works**
- **Tech-Time Maintenance Options**
- **Technical Assessment Options**
- **Technical Support Options**
- **Asset Disposal**
- **Tech-Time Strategy Plan**
- **Tech-Time New Offerings**
- **Tech-Time Pay as you go**



## Tech-Time Standard

Gardner Systems Plc mission has been to build an unmatched total service and solutions provision for customers around the UK. As an integration company in a competitive market, our goal has always been to add value, differentiate our services and improve customer care.

Tech-Time has been designed with you the customer as a priority. Gardner Systems is aware that it is not an easy task to predict future IT support requirements, new projects, and software implementations. Disasters and emergencies are unfortunately far from uncommon and the resources to deal with them are rarely in place. So now is the time to get technical!

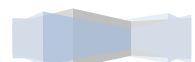
Tech-Time works around a set of defined and priced core IT requirements; with unit costs decreasing the more credits you buy. Tech-Time is a token-based system, which will meet all your outsourced maintenance, technical support requirements, and even your training needs.

Throughout the year tokens can be exchanged, as needs arise, for any of our published services. Tech-Time is directed at providing clients with much more flexible support, bought in advance at consequently cheaper rates.

We can help you choose the credit level which best matches your needs. With a Tech-Time agreement in place, you can budget for the year ahead without running numerous contracts at a significantly higher cost. Tech-Time is also a proactive service; the return on your investment being guaranteed. Client needs are dynamic – they change quickly and sometimes radically. As your needs change, so can you adapt both the level and the range of goods and services taken.

Most importantly, if you do not use up all of your credits, you can carry them forward to the next period.

A sales account manager is allocated to each Tech-Time customer to discuss future developments and ensure customer satisfaction on commercial issues.



## **Tech-Time Options - All Plans**

### **Maintenance Options**

**Returned to Gardner Service Centre  
On-Site Maintenance call  
Service Review  
Service Administration  
Designated Service Manager**

### **Technical Assessment Options**

**Hardware Audit  
LAN Assessment Review  
LAN Optimisation Review  
Disaster Recovery Review  
Network Security Review**

### **Technical Support Options**

**Pro-Active Server Monitoring  
Remote Dial-in & Telephone Support  
On-Site Technical Support  
Specialist Technical Support  
Tech-Tips  
Fileserver and PC Client imaging  
Updates & Bulletins**

### **Operations and Planning Options**

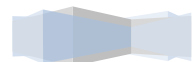
**Project Management  
Escalation Management  
Technical Workshop**

### **Training Options**

**Training Needs Analysis - TNA  
Post Training Course Support  
On-Site Work Advisor  
Specialist Software Training  
Monthly Delegate Training Reports  
Training Account Manager  
Personal Expertise Training**

### **Technical Sales Support Options**

**Specification of hardware to meet user needs  
Optimised purchasing plans**



## Tech-Time: How It Works

**Q – Is Tech-Time intended to replace all my annual FM, Technical Support and DR contracts?**

A – Tech-Time offers a much wider choice than is usual in annual contracts offering support. Tech-Time will provide clients' with a broad choice of budgeted services without the price disadvantage of emergency tariffs. Tech-Time services are subject to availability and adequate notice.

**Q – Can I upgrade my standard Tech-Time contracts to allow for those unpredictable occasions when I need out-of-hours support?**

A – Yes, you can do that by requesting an upgrade contract and agreeing to the SLR tariffs needed to provide emergency, out-of-hours services.

**Q – Do I need to define all my possible requirements in advance?**

A – No, we recognize the near impossibility of anticipating changing requirements in a very volatile ITC environment. That is the core business advantage of Tech-Time in offering volume discounts on what are anticipated services.

**Q – How will I know what my take up and cost of services are?**

A - Every client receives a monthly statement of services delivered. Your individual account manager will be happy to help you monitor any aspect of your take-up.

**Q - What is the minimum commitment I can make?**

A – Tech-Time agreements vary between quarterly and annual options. In cost terms, they range between £1K and £100K p.a.

**Q - Can I stage my payments?**

A – Staged payments can be arranged, with the advantage being that you can commission projects ahead of time and wait for your monthly payments to catch up.

## Tech-Time Maintenance Options

### **Gardner Workshop Maintenance**

This is quite simply parts and labour maintenance support, performed in our workshop.

### **On-Site Maintenance call**

This is an on-site parts and labour maintenance support.

### **Service Review**

All clients enjoy regular meetings to discuss and review progress to date and plans for the future.

### **Designated Service Manager**

Every Tech-Time customer is provided with a dedicated Service Manager, whose job it is to address any concerns or difficulties in using the programme.

## Technical Assessment Options

### **Hardware Audit**

This service provides a comprehensive and accurate audit of hardware real estate.

### **LAN Assessment and Optimisation Review**

This assessment produces a mapped optimisation review of the LAN infrastructure owned by the client.

### **Disaster Recovery Review**

Tech-Time clients can request a review of their disaster recovery plans, giving advice and guidance on possible improvements. Where these are non-existent, a completely original Disaster Recovery (DR) plan can be designed and implemented from the ground up. A typical DR review should include consideration of the following disciplines:-

- Data back-up activities
- Back-up programmes
- Data recovery procedures
- Server recovery procedures
- Communications recovery planning
- Remote storage back-up
- Hardware replacement planning

### **Network Security Review**

Tech-Time clients can arrange a comprehensive assessment of their LAN/WAN security arrangements. This review should include security, CCTV, virus containment, passwords, file security, firewalls and web access. A strategy against which future procedures and guidelines can be reviewed and updated. <sup>6</sup>



## Technical Support Options

You might only consider this on those occasions when you have experienced major IT problems, or when you are reviewing budgets, but outsourced IT Management can considerably reduce the cost of employing a full time IT Manager.

Our IT Partner service offers a range of services tailored to your individual needs. The menu of service options below provides an insight as to how extensive and flexible this service is. Our other services such as Hardware Maintenance and Software Support can be integrated into the IT Partner package.

- Technical Site Surveys
- Consultancy
- Project Management
- Hardware and Software Audits
- Software Upgrades and Patches
- Roll outs and deployment of new hardware and software
- Remote Proactive Network Monitoring

Adoption of the IT Partner Services would generate the following benefits to your organisation:-

- Increased Productivity
- Reduced IT infrastructure downtime
- Use of Best Practice
- Reduction of Total Cost of Ownership (TCO)
- Reduced IT Management costs
- Tailored support solution
- Access to skill sets of a Professional IT Team



## Tech-Time Training Options

### Why use Tech-Time for your staff training?

IT training needs are constantly evolving and this makes the task of predicting staff requirements a most difficult one. Offering optimized levels of training in software, hardware and systems management skills in a way that the client does not have to spend unnecessary time predicting and budgeting; is the key benefit. If training requirements change in time, Tech-Time still provides cost effective courses.

The following are all components of the **Tech-Time** programme:-

### Training Needs Analysis (TNA)

Our evaluation of Training needs follow long-established and industry standard methodology. These range from census type analysis to full on-site consultation. Each client enrolled into a given training programme, is allocated their own specific training client manager to manage everything from course bookings to training assessments.

### Post Training Course Support

All course delegates have access to a thirty days post-course support provided by experienced training staff.

### On-Site Work Advisor

This provides an on-site qualified tutor to mentor delegates at their place of work after they have completed a given training course.

### Specialist Software Training

This module is targeted towards those specialised software areas of systems management such as Lotus, Novell, Microsoft and Tivoli.

### Monthly Delegate Training Reports

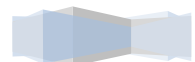
Regular feedback reports are provided each month on the training courses taken during that period.

### Training Account Management

Sales account management is provided to ensure satisfaction and to resolve any commercial issues that may arise.

### Personal Expertise Training

This takes the form of courses tailored to specific work or job related activities. Gardner Systems will offer expert advice in setting these up, in line with specific customer needs.



## Tech-Time New Offerings

Gardner Systems has been delivering Technical solutions for over 25 years, so as part of our growing commitment we have developed the “Tech-Time Plus” service.

Also new to Gardner customers is our monthly payment scheme, so you can take advantage of these great new services and pay on an agreed monthly basis.

Gardner Systems has been able to offer these new services by working with our Technical Services partner Linetex. So what’s the difference between the standard Tech-Time scheme currently on offer and our new services?

### Pay as you go

Gardner Systems understands that paying for services in one payment can be difficult to justify, so to help we can offer you a ‘Pay as you go’ scheme. This payment scheme is designed to help cover the cost of buying in technical services over an annual period.

We offer an agreed monthly payment term that will run for 12 month duration. During the course of the year the unexpected can happen but with pay as you go scheme this would allow you to book an engineer without worrying. If for any reason you need to top up your payments, we simply agree a new monthly rate to run for the remainder of year. Also any monies not used can be carried over to a new 12 month contract.



The matrix below outlines the service options for Tech-Time Standard offered by Gardner Systems.

**Service Matrix**

<b>Services</b>	<b>Standard</b>		
Maintenance Options – Page 6	✓		
Technical Assessment Options – Page 6	✓		
Technical Support Options – Page 7	✓		
Operations and Planning Options	✓		
Training Options – Page 8	✓		
Technical Sales Support Options	✓		
Next Business Day	n/a		
8 hour response after logging original call			
4 hour response after logging original call	n/a		
Weekend work	n/a		
Out of hours SLA	n/a		
Out of hours 24 hour cover (includes remote access)	n/a		
Weekend or out of hours emergency remote access	n/a		

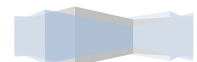


The Tech-Time unit charge matrix below shows how each service option is charged.

### Unit Charge Matrix

<b>Maintenance</b>	<b>Standard Units per hour</b>		
Maintenance – Workshop repair	<b>2</b>		
On-site no SLA response	<b>3</b>		
Callout 8 hour response	<b>n/a</b>		
Callout 4 hour response	<b>n/a</b>		
Out of hours	<b>n/a</b>		

<b>Technical Support Standard Business Hours Mon – Fri 9am – 5pm</b>	<b>Standard Units per hour</b>		
Telephone/Remote Response – No SLA	<b>3</b>		
On-site Response – No SLA	<b>4</b>		
Engineer Callout 8 Hour SLA response – <b>8 Units Call Out Charge</b>	<b>n/a</b>		
Engineer Callout 4 Hour SLA response – <b>10 Units Call Out Charge</b>	<b>n/a</b>		



**Gardner Systems**  
1 Faraday Road  
Wavertree Technology Park  
Liverpool, L13 1EH

t: 0151 220 5552  
f: 0151 220 5715

e: [sales@gardnersystems.co.uk](mailto:sales@gardnersystems.co.uk)  
e: [events@gardnersystems.co.uk](mailto:events@gardnersystems.co.uk)  
w: [www.gardnersystems.co.uk](http://www.gardnersystems.co.uk)

If you would like to request information or a briefing on any other IT related concern within your business then please feel free to contact us at any of the above location points.

It would help us to assist you if you can provide us with the following:-

1. Your name, title and company name.
2. A contact telephone number and/or email address
3. A brief description of your area of concern or interest.



NetApp™ E & O E

12