

# Systems Support Scheduled Maintenance Services



## Scheduled Maintenance Services

The reliability of your system depends on proper and proactive management. The adherence to appropriate policies helps to ensure that your system remains safe and secure. From data backup and regular patch and update management, to firewall protection and email filtering, we can help. When your system is down your business is vulnerable and productivity is reduced. Adhering to a routine, scheduled preventative maintenance program helps to ensure the on-going health and stability of your system.

This document outlines recommended services to help identify and solve problems before they cause major disruptions, and to ensure that your systems are running at maximum efficiency. Once services have been agreed to, regular appointments will be scheduled. We will contact you to confirm your appointment prior to arrival. The options listed below outline the general services that may be performed during maintenance appointments, at the frequency of your choosing.

Following a proactive maintenance schedule provides you the benefit of our entire team's expertise without you having to employ full-time IT staff. Since this service is tailored to your company's unique requirements, charges are based on time and materials required.

---

Business Process Automation  
Systems Policies Consultation and Development  
Systems Design, Implementation and Maintenance  
Remote Systems Management and Support  
Sage Accpac Accounting Software Services  
Custom Software Development

Systems and Network Consultation  
Network Upgrades and Migrations  
Systems Security Maintenance  
Desktop Deployment and Maintenance  
Hardware and Software Procurement  
Microsoft Office Automation and Customization



## Standard Hours and Rates

Our standard fee for System Support Services is \$110 per hour. Our regular business hours are Monday through Friday, 8:30 am to 5:00 pm (except statutory holidays).

Fees outside of regular business hours are increased according to the following schedule:

Evenings (5:00 pm to 11:00 pm) the hourly rate is **1½ times** our standard fee.

Nights (11:00 pm to 8:30 am) the hourly rate is **2 times** our standard fee.

Saturdays (8:30 am to 5:00 pm) the hourly rate is **1½ times** our standard fee.

Sundays (8:30 am to 5:00 pm) the hourly rate is **2 times** our standard fee.

Statutory holidays (8:30 am to 5:00 pm) the hourly rate is **2 times** our standard fee.

There is a minimum charge for an on-site service call:

8:30 am to 5:00 pm      1 hour minimum charge

5:00 pm to 11:00 pm    2 hour minimum charge

11:00 pm to 8:30 am    3 hour minimum charge

Time in addition to the minimum charge will be billed in fifteen minute increments at the stated rate.

Telephone and remote support is charged in fifteen minute increments at a rate of \$27.50 (\$110 per hour).

Travel charges will be applied for on-site service provided to locations outside of London and the immediate area. Travel time is charged at ½ the stated rate plus .42¢ per kilometer.

**Please note: All fees and charges are subject to applicable taxes.**

**Response Times:** Standard response time for *telephone or remote support* is an average of three hours. During regular business hours, when a call requesting support is received by our office, we will endeavour to have a qualified consultant or technician return your call within three hours. Calls will be assessed and returned according to their level of urgency. Calls of equal urgency will be responded to on a first-come, first-served basis. Response time will vary depending on availability of resources.

Standard response time for *on-site support* is an average of four to eight hours. During regular business hours, when a call requesting support is received by our office, we will endeavour to have a qualified consultant or technician return your call within three hours and arrange a site-visit within eight hours from that point. Calls will be assessed and returned, and service appointments booked, according to their level of urgency. Calls of equal urgency will be responded to on a first-come, first-served basis. Response time will vary depending on availability of resources.

**This document is not a guaranteed response or repair time contract.**

**Please note: Rates or terms for services specified in this document may change with sixty days written notice.**



## System Assessment

We highly recommend that you elect to have a one-time assessment of your system performed prior to commencing your scheduled maintenance program. The assessment will consist of taking an inventory of your existing system; analyzing the status of each of its components; and analyzing the current design, implementation and setup. A document will then be provided to you that includes a detailed inventory of your system and a technical appraisal of its design, setup and status. If we feel that there are things that would improve the security or operation of your system we will include our recommendations and categorize them by priority and urgency.

This assessment provides a snapshot of the current status of your system and can be used for insurance purposes if replacement of all or part of your system is ever necessary. Moreover, it provides a starting point for planning your scheduled maintenance, and estimated costs, as well as the ongoing management and future planning of your system.

The cost for performing your system assessment depends on the size and design of your system. We will provide you with a firm quotation based on the number of servers and workstations included in your system.

The assessment includes:

- ✓ a schematic diagram illustrating your system
- ✓ a server and workstations systems analysis document
- ✓ a port scan Internet connection to identify open ports and open relays
- ✓ systems assessment to identify potential issues and make design and maintenance recommendations
- ✓ an inventory listing of your system components

Servers: \_\_\_\_\_ Workstations: \_\_\_\_\_ Other: \_\_\_\_\_

Cost of assessment: \$ \_\_\_\_\_

A quoted cost of the assessment will be provided in writing before performing the assessment.

I  accept  decline to have a System Assessment performed on our system. \_\_\_\_\_ Initials



## Software License Audit

Software audits are a fundamental component of business risk management and serve to minimize the risk of prosecution for software piracy due to use of unlicensed software. Although most vendors permit a company who has infringed on copyright protection by using unlicensed copies of software to settle without prosecution, there have been some serious cases where companies have been prosecuted for software piracy due to license abuse. A strict software usage policy helps to ensure compliance and also minimizes the risk of viruses by preventing uncontrolled software copying.

This service includes an inventory and audit of software installed on your entire system, including all servers and workstations, to ensure license compliance. This is helpful to determine if any illegal or dangerous software has been installed or downloaded by mistake. Clients also find that this is a good time to houseclean and organize their software media and license certificates.

A document will be provided that includes the inventory details of the software and software licenses in use. The cost of the audit will be determined by the size of your system and the amount of software installed on it.

The audit includes:

- ✓ an inventory of server software and licenses that are currently in use
- ✓ an inventory of workstation software and licenses that are currently in use
- ✓ a full report of all software and licenses installed on your system

Servers: \_\_\_\_\_ Workstations: \_\_\_\_\_

I  accept  decline to have a Software License Audit performed. \_\_\_\_\_ Initials



## Server and Local Area Network Maintenance

Regularly scheduled preventative maintenance is necessary to ensure the on-going health and stability of your system. These services can be performed on-site or remotely. For your convenience, these can be performed outside of your normal business hours.

We recommend that Server Maintenance generally be performed every three months.

Services may include and are not necessarily limited to:

- ✓ Installing applicable patches and updates
- ✓ Performing a full virus, spyware and system health scan
- ✓ Testing ISP (Internet Service Provider) connection to ensure speed and consistency
- ✓ Testing data backup and restore processes
- ✓ Update firmware for router, server components and any third-party software
- ✓ Reviewing, and changing if necessary, administrator password to ensure network security
- ✓ Performing a hard drive scandisk and defragmentation
- ✓ Checking set up of daily email alerts and notifications to immediately inform system administrators of problems such as backup messages or email storage problems
- ✓ Monitoring and testing email spam filtering
- ✓ Monitoring the reliability of server hard drives
- ✓ Checking all event log files for potential problems and archiving them on a six-month rotation
- ✓ Auditing user accounts and email addresses to ensure they remain current and secure
- ✓ Checking the email queue for potential problems
- ✓ Ensuring that domain isn't black listed
- ✓ Checking processor utilization, memory availability, and free drive space
- ✓ Checking for overall hardware performance and potential conflicts
- ✓ Checking the reliability of the server's Uninterruptible Power Supply (UPS)
- ✓ Resolving any issues or error messages as necessary
- ✓ Identifying potential issues and make design and maintenance recommendations

I  Accept  Decline Server Maintenance to be performed:

Monthly  **Quarterly**  Semi-Annually  Annually.

\_\_\_\_\_ Initials



## Workstation Maintenance

Workstations should be inspected on a regular basis to ensure that they are running optimally for both the productivity of the employee using the computer and the overall performance of the network. These services can be performed on-site or remotely. For your convenience, these can be performed outside of your normal business hours.

We recommend that Workstation Maintenance generally be performed every six months.

Services may include but are not necessarily limited to:

- ✓ Analyzing and documenting any changes to the status of the workstation
- ✓ Installing Windows updates and patches as necessary
- ✓ Checking that all hardware is performing correctly and that there are no conflicts on the system
- ✓ Checking processor utilization, memory availability, and free drive space
- ✓ Check that anti-virus software is installed with up-to-date definition files
- ✓ Performing a full system scan if necessary
- ✓ Checking for and cleaning any spyware and adware
- ✓ Performing general housekeeping where necessary for the optimal performance of the workstation
- ✓ Performing a Scandisk
- ✓ Performing a disk defragmentation if necessary
- ✓ Checking the reliability of the workstation's Uninterruptible Power Supply (UPS)
- ✓ Consultation with the user to determine any performance issues

I  accept  decline Workstation Maintenance to be performed:

Monthly  Quarterly  **Semi-Annually**  Annually.

\_\_\_\_\_ Initials



## Process Improvement Tracker

The Process Improvement Tracker (PIT) is a tool designed by P.C. Consulting that allows your staff to log support issues and service requests into a central database. Log entries can be categorized by type—such as System Issues, Email, Internet, Accounting Software, or any category of your choosing—and by degree of urgency.

The PIT helps you to organize system issues and allows you to easily manage, retrieve and view all service requests thus controlling costs by eliminating redundant calls made to our office and improving productivity by avoiding having several people reporting the same issue. You will be more efficient when it comes to managing IT issues by having immediate access to current service requests, and being able to review the status of past requests. Reports identify resolved issues versus unresolved issues; by urgency; by category; etc. and can optionally be emailed directly to P.C. Consulting for immediate response.

We provide the PIT to you at no charge except the cost to install it on your system and showing you how to use it (approximately one hour).

I  accept  decline to have the Process Information Tracker installed on our system. \_\_\_\_\_ Initials



## Terms and Conditions of Engagement

### **Warranties**

P.C. Consulting, a division of P.A. Lambert Management Inc., is a service provider and a supplier of computer-related equipment. As P.C. Consulting is not the manufacturer of the products it resells it is not able to make any representation or warranty as to any product's functionality. Consequently, only the manufacturer's warranty shall apply and P.C. Consulting disclaims all warranties, representations or conditions, expressed or implied, of any product sold to the client by P.C. Consulting, including any and all implied warranties or conditions of merchantable quality, fitness for a particular purpose or infringement of third party rights.

P.C. Consulting will make all reasonable efforts to ensure that the products sold are designed to properly operate within the context of your system and are installed according to the manufacturer's stated specifications. However, in no event shall P.C. Consulting be liable for any direct, indirect, special or consequential damages which the client may incur as a result of the failure of a product, loss of data, system down-time or malfunction even if advised of the possibility of such damages. In any event, P.C. Consulting's liability shall be limited to the value of the products or services provided.

### **Manufacturer's Depot Warranties**

Depot warranty is the standard warranty provided on most computer products. Depot Warranty does not provide for servicing of product(s) at the client's site; instead, equipment requiring repair or maintenance must be returned to manufacturer or vendor for repair.

Alternatively, P.C. will provide on-site service for affected products covered under Depot Warranty. On-site time required for product replacement, and time for the reinstallation of software, if required, will be charged for servicing products covered under Depot Warranty.

### **Manufacturer's On-Site Warranties**

On-site Warranties provide for materials and on-site repair labour to be covered during the warranty period and are available for an additional fee at the time of purchasing new equipment. In most cases, the manufacturer provides the delivery of on-site repair service outside of involving P.C. Consulting.

Where there are multiple manufacturers' components in a system the On-site component of the warranty may not apply depending on the source of the fault.



## **Data Backup and Protection**

It is the client's responsibility to ensure that data backups are complete and up-to-date. The client must ensure that they have an adequate working knowledge of their backup system as P.C. Consulting assumes no responsibility or liability for the monitoring or completeness of this function beyond what may be contracted as a result of this agreement. Requests for support relating to backups should be forwarded to P.C. Consulting in a timely manner.

P.C. Consulting recommends that the client have their backup system inspected on a regular basis due to the critical nature of this function.

## **Software Patches and Upgrades**

Every computer system installation is unique unto itself. As it is almost impossible for hardware and software vendors to test for every possible configuration it can be expected that conflicts may arise. P.C. Consulting cannot guarantee that the installation of software patches will proceed without implication. Although we will make our best efforts to reduce the risks associated with the implementation and upgrades to software, should conflicts arise, the client assumes responsibility for the cost of remediation.

## **Estimates and Repairs**

There is a one-hour charge to provide an estimate for the repair of computer hardware. If the estimate is accepted, any time remaining from the one-hour charge will be applied to the cost to complete the repair.

## **Scheduled Services**

The details of the specific work to be performed during scheduled service appointments are carried out with the intention of identifying and solving potential problems before they cause disruption. P.C. Consulting provides technical expertise on a best efforts basis and does not accept responsibility to identify all potential failures.

## **Licenses and Copyright Infringements**

It is the responsibility of the client to ensure that all software installed or serviced by P.C. Consulting has been acquired legally and is in accordance with the licensing agreement provided between the software manufacturer and the client. P.C. Consulting will not knowingly install or service illegal software. Any third-party software provided by P.C. Consulting is governed by the license terms of the third party. If services provided to the client include the creation of any new software, P.C. Consulting retains ownership of the software and grants the client a non-transferable license for the software for the client's own use only.

