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Computer Network Maintenance Contract Notes

The following notes highlight the main work that will be undertaken in the computer network maintenance contract. The notes are by no means complete. A complete set of notes or a document listing what would and what would not be covered would be very difficult to determine as too many different tasks exist.

The notes aim to provide an insight into what Antech Solutions Ltd would consider essential components to the computer network maintenance agreement.

COMPUTER NETWORK MAINTENANCE MAIN COMPONENTS

AUTOMATED SCHEDULED BACKUP

Essential data on client machines will be automatically and promptly backed up on a preferred regular basis (daily, weekly, etc) to the hardware RAID system on the Windows NT/2000 Server System. In the event that a particular client system fails, this would allow the user to continue vital tasks. The user can easily continue working from any other client system, accessing the essential data through the server.

DATA RECOVERY

Antech Solutions Ltd will put such means into place to allow for data recovery and will do our best to recover any possible loss to data. Antech Solutions Ltd cannot be held responsible for any loss to data or loss of data where recovery is not possible.

DIAL IN ACCESS

Antech Solutions Ltd will set up dial in access to the server. Configuration and system checks can then be carried out remotely where required.

CONTRACT FLEXIBILITY

Antech Solutions Ltd will set up the network in an effective and efficient way for the organisation and will make amendments as required with changing business needs. The organisation must understand that any flexible, meaning reasonable tasks will be undertaken at the discretion of Antech Solutions Ltd. However we cannot be expected to carry out major flexible work (which is outside the scope of this document) at no additional cost. Antech Solutions Ltd are flexible and aim to provide an on going quality and comprehensive service.

HARDWARE FAILURE

Antech Solutions Ltd will make a diagnosis and repair any hardware where possible. The cost of the computer network maintenance agreement does not cover any hardware components that may be required. The organisation taking on this agreement will be invoiced for any hardware required, unless they are willing to provide the hardware themselves, prior to supply by Antech Solutions Ltd (who will offer at reasonable cost). Antech Solutions Ltd cannot be held responsible for such problems caused by hardware or software installed by the organisation although Antech Solutions Ltd will do their best to ensure system and network stability.

NETWORK ADMINISTRATION

Antech Solutions Ltd would assist in any network administration tasks required to help provide a secure data network. Antech Solutions Ltd will be set up with full network administration rights. The staff within the organisations will be given maximum access level of account manager unless there is a specific need for administrator rights. These rights will ensure that the network is tamper-proof and secure from configuration changes which could have possible side effects.

NETWORK CONFIGURATION

Antech Solutions Ltd would assist in configuration of machines and network components to make the network user friendly, stable and secure, for example the set-up of logon scripts, ip addresses, profiles, policies, DNS, DHCP, where required.

Antech Solutions Ltd would also assist in setting up and providing advice on possible network configurations and features to not only enhance and optimise the tasks required by the organisation, but also to secure vital and confidential data.

OPERATING SYSTEM, SETTINGS AND INSTALLED SOFTWARE RECOVERY

The Operating Software is the most essential piece of software. Antech Solutions Ltd will action a recovery process to efficiently restore any of the machines into a functional state. A functional state meaning a state whereby the operating system, any settings and installed software are to be recovered.

Situations that would require machine recovery could be where the hard drive data is badly damaged or corrupted, or in the event where the machine hard drive fails and a new hard disk is required. In these instances, a fresh complete system install can take up to 3 hours which some organisations would find unacceptable.

Antech Solutions Ltd will quickly restore systems thus ensuring very minimal system downtime. The means used by Antech Solutions Ltd takes approximately thirty minutes if a ghost copy is made of the bootable hard drive.

CALL OUTS

Antech Solutions Ltd will do at utmost best to provide **same** day call out or support to get any **vital** system hardware up and running as quickly as possible. Action will be taken within 8 working hours. In any situation where this is not possible, 24 hour call out is available at an additional cost.

SOFTWARE

Antech Solutions Ltd will aid in providing software help and advise to ensure the effective and efficient use of software for the task it is needed for. Software (off the shelf or custom) is not covered as part of this contract. However Antech Solutions Ltd do offer custom software development services.

PROTECTION

There will be virus protection for all machines throughout the network if the appropriate software is provided by the organisation. This will be achieved ideally through a server based anti-virus system which regularly updates itself from the internet and then updated on any client machines at logon.

COMPUTER NETWORK MAINTENANCE CONTRACT

Between Antech Solutions Ltd. and
YOUR COMPANY

Valid from:

To:



The computer network maintenance contract will be designed and set up to meet the requirements as outlined. Antech Solutions Ltd will use its own internal design, maintenance, repair techniques and methodologies to provide a quality and comprehensive service to the satisfaction of YOUR COMPANY.

The cost of the maintenance agreement will be £250+VAT per month, payable by YOUR COMPANY at the start of each month, with the minimum length of the agreement being twelve months.

Antech Solutions Ltd agree to:

- carry out network configuration and network administration tasks.
- carry out necessary maintenance, repairs, configuration changes with YOUR COMPANY changing business needs as well as providing help and advise on network system issues.
- assist in the installation of any software where necessary
- provide any maintenance and reasonable support required by YOUR COMPANY to ensure minimal business downtime.
- provide support and advice in the effective use of network resources.
- provide regular and routine system maintenance and performance checks to keep all systems running at optimal level.
- set-up and put into place the following systems: anti virus, automated backup, fast system recovery and remote dial-in support, if required.

Antech Solutions Ltd:

- will not be responsible for damage or side effects caused by deliberate tampering, alterations, and amendments to the system settings, network or hardware.
- cannot be held liable for the loss of data caused by users.
- maintenance does not include for example software development and website development, or support of custom written software.
- cannot be held liable for the failure of software or hardware as equipment failure is inevitable and cannot be avoided completely.
- cannot be held responsible for YOUR COMPANY not meeting software license agreements.
- this agreement does not cover the cost of hardware and attributable consumables required. Antech Solutions Ltd will be more than willing to supply such items at reasonable cost to YOUR COMPANY, when required.

Please note all of the above terms relating to your contract with Antech Solutions Ltd. Further details are given in the Contract Notes, a copy of which has been given to you. Any changes will be notified to you in writing. Should you require further information on any matter do not hesitate to contact the manager.

Signatures:

I have received a copy of the Contract Notes and understand the terms of my contract with Antech Solutions Ltd.

YOUR COMPANY: _____

Antech Solutions Ltd _____

Date: _____