

## Ahead of Technology

Our slogan essentially represents our commitment to sourcing and developing leading computer and communication technologies.

## *Mission Statement*

"To create excellent IT solutions for our customers while sustaining a healthy enjoyable workplace for staff and maintaining a fair profit for shareholders."

### True Service Partner Program

#### Traditional Service Contacts

Until now, lengthy maintenance and support contracts for IT systems have normally been inflexible and cumbersome. Typical service contracts involve a degree of customer risk and have been charged at exorbitant rates due to the inability of service providers to truly assess the overall cost – the result is “padding” the contract with large safety margins to “cover the unknowns”. For these reasons many customers who truly need comprehensive IT service arrangements have, over time, steered away from comprehensive “insurance policy” type service contracts opting for more “ad-hoc” type arrangements. These alternatives hurt the organisation in 3 fundamental ways:

1. **Downtime** - latest industry statistics indicate a cost of approximately **\$45 per employee per hour** as the true cost associated with downtime.
2. **Loss of Data** - costs of loss of data and the costs associated with regaining part or all of the data can amount to the worth of the business in some cases e.g. financial institutions, and are extremely disruptive and expensive in the best of cases.
3. **Lost Opportunities** - the third cost that cripples many businesses ***without them even knowing*** is the cost of lost opportunities and the ensuing loss of income that is not possible due to a lack of proper IT systems and IT planning as a strategic part of the organization's future charter.

***Putting it simply, those organisations that do strategic IT planning & service will outpace those who don't due to lower costs of business.***

## **THE ALTERNATIVE Rosh-Tech IT True Service**

Rosh-Tech IT is offering its customers a pre-paid service plan that incorporates flexibility, a wide range of services, future proofing facilities and the assurance that you always get what you paid for.

Our extensive range of IT services is designed with the objective of helping you save money and/or make more money through the proper utilization of information technology.

Following is an explanation of the different types of services available in the True Service plan and how these can be used to improve the smooth running of your business.

### **Site Documentation:**

Site Documentation is one of the most crucial components in a Preventative Maintenance Program, which is often overlooked.

It provides a detailed description of the Software and Hardware components of a computer based network as well as the intellectual property of the network in a hard copy format. This benefits our customers by (a) providing decreased Remedial maintenance, (b) providing a better understanding of the business network and expansion opportunities, (c) maintaining a quick reference tool for decision making situations, and (d) providing a very effective document to aid in swiftly settling Insurance matters.

Site documentation includes a full Hardware and Software Audit.

This information and any subsequent changes would be documented and updated on our database and copies kept on and off site.

### **Problem resolution:**

This involves onsite response to any hardware and software problems, and access to any skill-sets at our disposal to resolve problems as they arise. This includes help desk support. We guarantee that all problems will be responded to regardless of who supplied the equipment or whether it is still under warranty. We will own the problem and coordinate with other suppliers if necessary. Rosh-Tech IT does not take responsibility of Software created problems or conflicts, but will coordinate with the appropriate vendors for additional support.

We encourage you to initially budget only for problem resolution in an initial installation requiring either new or additional equipment. If there are remaining hours left towards the end of the term, then the True service Program will take effect. This guarantees you always get what you pay for and more, as the following services are generally more costly.

### **Preventative Maintenance**

As network systems grow and become more critical the systems and network are subject to greater stress through higher demand. Preventative maintenance encompasses PCs and peripherals, cleaning printers, labour for upgrading existing equipment and identification of potential problem areas

We further identify Critical Device Maintenance issues and priorities such as Tape Backup Drives including test data restores, Operating System and server stability and performance and UPS functionality. Pro-actively maintaining your equipment ensures we deal with potential issues before they become problems. Your equipment is serviced when it is convenient for you instead of failing at times when you need it most.

### **Service Pack release and software patch upgrades**

The True Service program contains a database of application and OS software revisions and updates. The appropriate updates will then be administered as required for the organisation.

Rosh-Tech's True Service Agreements have been specifically developed to meet the unique needs of SME's (Small to Medium Enterprises). As True Service hours are purchased in advance, they are offered at considerably discounted rates. True Service hours can also be purchased on either a "once off" basis for a planned project or task, or on a "roll-over" basis for ongoing service and support. In both cases, your Rosh-Tech representative will begin by consulting with you and will then propose the Service Pack that is best suited to the needs of your business.

### TRUE SERVICE – Costs and Options

The True Service agreement is based on your normal 3 month expected support needs. Administration is simple:

- You purchase a "block" of True Service hours which is billed quarterly in advance (or for schools, at the beginning of each term) for each 3 month agreement period
- Rosh-Tech IT's business hours are 8.30am to 5.00pm Monday to Friday not including public holidays. Normal hours will be charged between 8am – 6.30pm. Out of hours service is available at x 1.5.
- You may upgrade from our standard 8-hour response time to premium 3-hour response time for an additional \$20 per hour.
- Rosh-Tech IT will provide you with a monthly status report showing the hours used and the number of remaining hours for the period, unused hours will be rolled over in full provided your new agreement is for the same or more hours per term.
- Rosh-Tech IT will provide a single point of contact being our Technical Services Coordinator. The Coordinator responsible for your organisation will contact you periodically to help you plan how to use the remaining hours to maximise your advantage.

Our standard service rate table is below – please note the savings and benefits of our True Service flat rate charges as shown in the far right hand side column and notes:

SERVICE RATES	Level 1 Hardware	Level 2 Networking	Level 3 Specialist	TRUE SERVICE Quarterly Hours	
Rate / Hour	\$115	\$145	\$175	True Service	\$110

### CUSTOMER ACCEPTANCE

Following Rosh-Tech IT's receipt of this agreement, a convenient time will be arranged for your appointed account manager to visit your site to complete a detailed checklist of your requirements. This is performed using our Service Level Agreement (SLA). This document is also used as a pre-installation checklist for all new customer installations and major upgrades for existing customers. The completed SLA checklist will capture essential customer information for site contacts, equipment, network infrastructure, communication, service and training needs and will help in assessing your ongoing support needs.

AGREEMENT PERIOD	FROM	TO	SCHEDULED DAY (s) & TIMES (preferred)		DAY (s)	TIMES	
Number of True Service hours required	ANN/QTR	True Service Rates and Preferred Billing				Annually	Quarterly or Term
		Rate/ hr	\$	Total	\$		

#### ACCEPTANCE *(in accordance with "Terms and Conditions" overleaf)*

Customer Name \_\_\_\_\_ Contact \_\_\_\_\_

Address \_\_\_\_\_ P/Code \_\_\_\_\_

Tel \_\_\_\_\_ Fax \_\_\_\_\_ e-mail \_\_\_\_\_

Signature \_\_\_\_\_ Title \_\_\_\_\_ Name \_\_\_\_\_ Date \_\_\_\_\_

Rosh-Tech IT Signature \_\_\_\_\_ Title \_\_\_\_\_ Name \_\_\_\_\_ Date \_\_\_\_\_

Rosh-Tech IT Pty Ltd ("Rosh-Tech IT") agrees to provide and the Customer agrees to accept the support services listed in the Service Level Agreement (SLA) checklist in respect of the equipment listed ("The Equipment") on the terms and conditions set out in this Agreement

## 1. TERM OF AGREEMENT

The term of this Agreement is for 3 months which may be automatically renewed for further terms of 3 months unless either party terminates this Agreement by giving the other party one months notice in writing prior to the expiry of the term

Rosh-Tech IT may terminate the Agreement forthwith if it is of the opinion that the Equipment cannot be maintained in proper working order and has so advised the Customer in writing

## 2. COVERAGE

Rosh-Tech IT agrees to provide Services to the Equipment in accordance with the Plan selected by the Customer

Rosh-Tech IT will replace component parts, assemblies and sub-assemblies during the products warranty period due to normal wear and tear. Out of warranty products are chargeable. Replaced parts remain the property of Rosh-Tech IT except where the Customer owns the spares that have been used

The Customer acknowledges that Rosh-Tech IT, in providing Services under the Agreement cannot guarantee uninterrupted or error free operation of Equipment while Services are in progress

## 3. PAYMENT

All charges for Services provided under this Agreement are:

- Effective as at the date of this Agreement and will be invoiced in advance
- Due and payable within 7 days from the date of invoicing
- Calculated according to the number of hours as outlined
- Not affected by the decrease in the use of availability of the Equipment due to the provision of Services or any other cause
- Fixed for the initial 3 month term from the commencement date of this Agreement
- Reviewable by Rosh-Tech IT at the end of each 3 month term. Rosh-Tech IT will give the Customer 1 week written notice of increases in charges for services

If any moneys payable under this Agreement are overdue, Rosh-Tech IT's obligation to perform Services will be suspended from the due date of payment until payment is received

Rosh-Tech IT may charge travel and living expenses for Services provided at a site outside the local arrangement area

If requested, Rosh-Tech IT will provide service support for equipment, which is not covered by this Agreement at Rosh-Tech IT's usual service rates. Any additional charges will be invoiced after the additional services have been provided

## 4. SERVICE EXCLUSIONS

Services not provided under this Agreement but which are available at an additional charge are:

- Damage or malfunction caused by lightning, electrostatic interference or power surge
- Replacement of back-plane wiring and external cabling other than interconnecting cables as required
- Servicing equipment that has been misused or neglected in the normal course of operation
- Correction of errors as a result of system administration or other changes performed by parties other than Rosh-Tech IT or its Authorised Agents

Consumable items such as ribbons, tapes, print heads, batteries etc. and services not covered by this Agreement will be provided at Rosh-Tech IT's current commercial rates

## 5. REFUND

Should a customer request a refund of unused hours on a True Service Plan, the used hours are recalculated at the applicable ad-hoc rate (see p3 Service

Rates) to give the Billed Total. If the Billed Total is less than the amount charged for the True Service Plan, then the difference is refunded to the customer. If the Billed Total is greater than the amount charged for the True Service Plan, the customer has the option of paying the difference to Rosh-Tech IT or leaving the True Service Plan in place.

## 6. CUSTOMER RESPONSIBILITIES

The Customer agrees to:

- The proper use of the Equipment at all times in accordance with operating manuals
- Ensure that Rosh-Tech IT service staff have prompt and free access to the Equipment as required
- Provide a suitable environment for the effective servicing of the Equipment
- Provide conditions which are consistent with Equipment specifications and that the necessary auxiliary services for the correct operation of the Equipment are available
- Provide adequate storage for spare parts and consumables held on site and replenish stocks of consumable items to ensure that a satisfactory level of service can be maintained

## 7. GENERAL PROVISIONS

*Sub-Contracting and Assignment*

Rosh-Tech IT may sub-contract any or all of the Services to be performed but will retain the prime responsibility under the terms of this Agreement for the services. The rights and obligations of Rosh-Tech IT and the Customer cannot be assigned without the prior written consent of the other party

*Ownership:* The Customer warrants that it owns the Equipment or has the authority to enter into this Agreement

*Entire and Complete Terms*

This Agreement constitutes the entire agreement between Rosh-Tech IT and the Customer in respect of the subject matter of this Agreement. No oral or written representation, inducement, statement or promise made by, or on behalf of, either party and not contained in this Agreement will be relied upon or binding upon the parties

*Amendments, Waivers and Headings*

Any amendments, modifications or supplements to this Agreement must be in writing and signed by the authorised representative of each party. Failure to enforce or insist upon compliance with any of the terms of this Agreement will not constitute a waiver or relinquishment of the terms. The headings in this Agreement are for the convenience only and not intended to be part of, or to affect the interpretation of the terms of this Agreement

*Additional Equipment, Changes and Locations*

Additional Equipment may be added to the Equipment schedule. The rates charged in respect of such additional Equipment will be those in effect when the additional equipment is installed. If the customer requests Rosh-Tech IT to relocate the existing Equipment, the effective rates at that time shall apply in respect of relocation and installation costs

*Force Majeure*

In the event of any delay or prevention in performance by Rosh-Tech IT due to any cause arising from or attributable to any Act of God, or to any event beyond the reasonable control of Rosh-Tech IT (including delays in obtaining statutory approvals, strikes, lockouts, civil commotion, war, fire, explosions, storms, earthquake, failure of plant, compliance with government authority, inability to obtain suitable materials, components, labour, power or transportation), Rosh-Tech IT shall be under no liability for loss or injury suffered by the Customer thereby and any date or dates for the provisions of Services agreed by the parties shall be postponed during the period of such delay or prevention

*Liability*

The Liability of Rosh-Tech IT under this Agreement or arising from any advice or information provided by Rosh-Tech IT to the Customer in respect of the Equipment or otherwise pursuant to conditions and warranties which are implied under the Trade Practices Act or any State legislation and which may not be excluded shall be limited to the provision of the Services again, but without limiting the generality of the foregoing, Rosh-Tech IT shall not be liable for any indirect or consequential loss or damage which the Customer may sustain howsoever arising. All other conditions and warranties which might for this clause be implied by law are hereby expressly negated and excluded to the extent that the law permits

*Applicable Law*

The Agreement shall be governed and construed in accordance with the laws in force in Australia.

## True Service Plan Calculator

Proactive Hours Per month	<input type="text"/> A	This is an estimate of the hours that Rosh-Tech will spend each month providing proactive services to the IT systems. Will vary depending on the size and health of the site. Eg: 10 users + 1 server: 3 hours/month; 25 users + 2 servers: 6 hours/month.
Reactive Hours Per month	<input type="text"/> B	This is an estimate of the hours that Rosh-Tech will spend each month providing reactive support to the site. Typical incidents include hardware breakdowns, adding a new user, moving sites etc. The best way to minimize reactive hours is to provide good proactive support. Past experience is one good measure for the initial estimate.
Scheduled Events Per quarter	<input type="text"/> C	We recommend that Rosh-Tech does the following work every quarter: (a) Test UPS (b) perform restore of data from backup media and prove data integrity (c) check licensing status of antivirus, antispam, backup software and other annual maintenance subscriptions.  This typically takes 3 hours but can be longer for larger sites.
Total hours per quarter	<input type="text"/> D	$D = (3 \times A) + (3 \times B) + C$  This is the estimate of the quarterly hours required to support the site. A True Service plan of approximately D hours should be put in place.  The True Service Plan acts as a budget for IT Support costs and we aim to use the hours within the quarter as this is one requirement for the performance of the plan. Unused hours can be rolled into the next term.

## Guide to Professional IT Services\*

Service	Hours
Network Report 10 users	4
Network Report 50 users	8
Windows Server installation (basic)	8
Windows Server installation (complex)	16
Small Business Server Standard installation	20
Small Business Server Premium installation	35
Test and verify tape backup solution (<10GB data)	2
Email gateway content filtering solution (eg: Mail Marshal)	3

\* Above hours are a guide based on Rosh-Tech's experience but actual hours will be dependant on the site conditions. Please ask for a quote prior to commencement.