

True Service Program

Rosh-Tech IT offers a service plan that incorporates flexibility, a wide range of services 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.

True Service – How it works

The True Service block of hours is based on your normal 1-2 month usage of technical support hours. Administration is simple: You purchase a block of True Service hours which is kept in the bank. A preventative maintenance plan is put in place whereby the organisation's IT systems are maintained on a proactive basis. Helpdesk and onsite repairs are carried out to handle break/fix situations. The proactive and reactive hours are decremented from the balance as required. You will receive a True Statement every month outlining the opening balance, used and purchased hours, and closing balance.

- Rosh-Tech IT is able to provide technical services on almost any day and any time. Our standard billing rates apply 8.00am to 6:00pm Monday to Friday not including public holidays. Services performed outside of these hours are at double time.
- Rosh-Tech IT will provide a single point of contact being our Helpdesk 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.
- Once hours are used up, the True Service plans will automatically renew for the same block of hours.

True Service Vs Managed Services or Adhoc arrangements

Managed Services contracts are lengthy, inflexible and cumbersome. They typically involve a large 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". There is also the experience that customers are left wondering whether any services are actually being provided because Managed Service Providers rely heavily on remote monitoring of servers and desktops with little or no person to person communication. On the other hand, customers that need and want more IT services are often frustrated that the services contract doesn't cover the extra services and then they are either charged extra or the services are not provided at all. 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** – varies considerably depending on the workplace and the individual salaries but also has to take into account lost sales. Rates between \$85 and \$550 *per employee per hour* are reasonable
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.

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.

Preventative Maintenance:

As IT systems grow and become more critical the systems and network are subject to greater stress through higher demand. It is critical to maintain these systems on a proactive basis to ensure the highest possible service levels. Preventative maintenance encompasses servers, routers, desktops and peripherals, labour for upgrading existing equipment and identification of potential problem areas. Rosh-Tech IT promotes the adoption of a preventative maintenance schedule as part of its True Service program.

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.

Site Documentation:

Site Documentation is one of the most crucial components in a Preventative Maintenance Program. As Built documents provide a detailed description of the Software and Hardware components of the IT systems 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 an effective document to aid in swiftly settling Insurance matters.

Site documentation includes a full **Hardware and Software Audit**.

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 required.

We further identify Critical Device Maintenance issues and priorities such as

Backup systems including test data restores, Server Operating System stability and performance, status of antivirus, antispam and other software subscriptions and UPS functionality.

Service Pack release and software patch and version upgrades

The ongoing management of application and OS software revisions and updates is an important part of maintaining today's IT systems. Appropriate updates are administered and rolled out to the organisation's servers and desktops after they have been approved and tested.

Vendor management

Do you ever grow tired or frustrated at dealing with your technology providers? (Eg: internet Service providers, website designers, software and IT hardware vendors). Rosh-Tech IT will act in your company's interests to deal with your technology vendors, leaving you to focus on running your business. Because we speak the same language as your technology vendors we will achieve the best possible outcome for your business.

General Service Levels

All customers can expect the following general level of service:

- A friendly, courteous and efficient service.
- A guaranteed feedback or response to any user query within two working days.
- Access to an online helpdesk system via Rosh-Tech IT's website (<http://helpdesk.roshtech.com.au/account>)
- Advance notification (of at least 2 working days) of any planned changes/interruptions to normal IT services.
- Prompt referral and coordination of hardware and software faults not rectifiable in-house to the customer's service provider
- A continuous effort to develop and improve services for all users.

Reactive Service Levels

Reports to Client

Rosh-Tech IT action

Code 1: System down	Initial response within 1 hour Updates every 4 hours	Rosh-Tech IT to work within and outside of normal working hours until problem is identified and fixed
Code 2: Applications or functions unavailable	Initial response within 2 hours Updates every working day	Rosh-Tech IT to work within and outside of normal working hours until problem is identified and fixed
Code 3: Minor function affected but users can still perform most other tasks	Initial response within 8 hours	Rosh-Tech IT to work within normal working hours until problem is identified and fixed

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 column. All prices are excluding GST.

Service Rates	Level 1 Hardware	Level 2 Networking	Level 3 Specialist	TRUE SERVICE	
Rate / hour	\$120	\$150	\$170	True Service (min 20 hours)	\$110

CUSTOMER ACCEPTANCE

Following Rosh-Tech IT's receipt of this agreement, a convenient time will be arranged for your appointed senior Level 3 systems engineer to visit your site to complete a detailed checklist of your requirements. Once we start work the detailed checklist will be used to ensure the best possible technical outcome for your site.

Tick one <input checked="" type="checkbox"/>	True Service Plan	Plan cost
<input type="checkbox"/>	20 hours @ \$110 per hour	\$2,200 + GST = \$2,420 including GST
<input type="checkbox"/>	50 hours @ \$110 per hour	\$5,500 + GST = \$6,050 including GST

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

Organisation _____ Contact _____

Address _____ P/Code _____

Tel _____ Fax _____ e-mail _____

Signature _____ Title _____ Name _____ Date _____

Rosh-Tech IT True Service Agreement

Rosh-Tech IT Pty Ltd ("RTIT") agrees to provide and the Customer agrees to accept the support services listed in Item 2 below in respect of the Customer's IT equipment ("The Equipment") on the terms and conditions set out in this Agreement

1. TERM OF AGREEMENT

The term of this Agreement is for an ongoing period of time while the Customer's account has True Service hours available for support services.

Either party may terminate this Agreement by giving the other party one month's notice in writing.

RTIT 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. SERVICES

- Proactive maintenance
- Helpdesk services
- Level 3 Systems Engineer services
- Remote server monitoring
- Onsite and In-house repairs
- Project services
- Vendor management
- Documentation
- SharePoint (hours are loaded by an additional 30%)

3. EVENT NOTIFICATIONS

Certain programs provide notification by email of certain events. Eg: backup success or failure, power loss, server health. These emails are only sent to the customer's email address and are not monitored by RTIT.

4. SERVER MONITORING

RTIT provides free server monitoring to its True Service customers. A software agent is installed on the customer's server(s) that communicates back to a monitoring server at RTIT. The basic server health (CPU, memory, HDD) is monitored Monday to Friday 8:30am to 5:00pm, excluding holidays. The servers are not monitored outside of these times. In the event that a monitored server is detected to require attention, the customer will be informed about the situation. If further action is required, the customer will be asked to approve the work. Any work performed on the server will be chargeable.

5. LOAN SERVERS

RTIT provides free loan servers to its True Service customers. A fleet of loan servers is kept at RTIT offices and can be used for up to 30 days at a customer site. RTIT cannot guarantee that a loan server will be available when required. RTIT cannot guarantee that a loan server will perform as required or at a certain level. The loan servers are provided on the basis that the customer is responsible for the server while it is on their site.

6. COVERAGE

RTIT agrees to provide Services to the Equipment in accordance with the Plan selected by the Customer

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

7. 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 according to the Customer's account terms with RTIT
- 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

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

RTIT may charge travel and living expenses for Services provided at a site outside the local arrangement area

9. OPENING HOURS

Rosh-Tech IT's helpdesk is open from 8:30am – 5:00pm Monday to Friday excluding public holidays.

Onsite and remote work performed by Rosh-Tech IT's systems engineers is often carried out outside of these times

10. CUSTOMER RESPONSIBILITIES

The Customer agrees to:

- The proper use of the Equipment at all times in accordance with operating manuals
- Ensure that RTIT service staff have prompt and free access to the Equipment as required

11. GENERAL PROVISIONS

Sub-Contracting and Assignment

RTIT 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 RTIT 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 RTIT 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

Force Majeure

In the event of any delay or prevention in performance by RTIT due to any cause arising from or attributable to any Act of God, or to any event beyond the reasonable control of RTIT (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), RTIT 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 RTIT under this Agreement or arising from any advice or information provided by RTIT 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, RTIT 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.

8. REFUND

Should a customer request a refund of unused hours on a True Service Plan, the used hours are recalculated at the applicable adhoc 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 RTIT or leaving the True Service Plan in place.