

FlatLine IT Support Services

Our FlatLine IT Support solution, gives you the stability of a fixed cost per month, for the next 3 years or more, without spending more than you would if we support and bill you as required.

How it Works

You purchase \$x (\$y/mth * 36 months) of ABTRON IT Support, for use in the next 36 months.

If you use more than that (for items that are covered as below) then there is no extra charge.

If you use less than the amount purchased you will receive a rebate on the underused value, when you sign another 36 month support contract.

Any charges for work undertaken that is excluded from the support are held over until the end of the contract and applied against any underused value, and only invoiced to you if the total value is over the amount purchased (\$x).

Support - What is Included

- Initial Installation on New PC's/Laptops
- Preventive Maintenance (Annually)
- Other hardware supplied by ABTRON (Printers, WAPs, Hubs etc)
- Phone & Remote Support
- Onsite Hardware & Software Support
- Software Rebuilds (re-installation)
- Network
- Windows Upgrades (XP to Vista, Vista to 7 or XP to 7)
- Internet & E-mail Issues
- Travel Charges
- Staff changes
- Hardware (not supplied by ABTRON)
- Virus/SpyWare attacks
- Loan Equipment
- Response Time - 4 Hours

Server – as above plus Backup & Restore, 2 weekly health check

Support - What is Excluded

Software not included as part of the PC/Laptop in the contract, Accounting and other specialist software (e.g. CAD, Payroll, Graphics, Games etc) and any support provided relating to these products, or issues arising from installing these.

Setup in new offices.

Damage and other non-warranty repairs.

Virus/Spyware/Worms - if PC is not Fully Protected and up to date.

Issues arising from work undertaken by non ABTRON Personnel.

Repetitive call outs, User created issues or Negligence.

User Backup and Lost Data and Files.

Consequential Loss.

Insurance.

Additional PCs/Laptops over and above the schedule.

Schedule of PC's/Laptops to be covered

Worked out with the client.

Not Covered (Additional Charge to Contract)

Any PC's/Laptops not in schedule or additional to the schedule.

What are the Advantages to Client

1. Fixed monthly amount
2. Travel charges are included (depending on location)
3. No Cost increases – cheaper over the term
4. Reduction in Disaster Recovery charge (if implemented separately)
5. New Additional or Replacement Hardware and Software sold at cost
6. Time spend (\$) will be no more than on as required.
7. Simplify accounting and IT work approval processes
8. ABTRON can be less financially focused in its approach to support as there is no additional cost to you for some Items that we undertake “because we want to” or “would like to” as these are included in the contract value e.g. Documentation, System rebuilds, Windows Upgrades XP to Windows 7.

Frequently Asked Questions (FAQ)

Why would I have a support contract?

Certainty - For the next 3 years you will know, more accurately, what your computer costs are going to be and when there is an issue you know that someone will be there to fix it, and when.

Financial - The monthly costs can be more accurately budgeted and there are no peaks and hollows in your cashflow, there are minimal upfront costs, and you can use your "spare cash" for other, more profitable, areas in your business. This will make your accountant very happy. Businesses Lease many items, for many reasons, e.g. Premises, Cars, Phone Systems, Furniture etc why not "lease" your computers, paying for them as you use them.

Peace of Mind – When there is an issue, or an item needs replacing, there is no need to be hesitant when calling us and worrying about the cost, as there are no unexpected bills and the amount of time (cost) to affect the replacement or repair is not reflected in the amount you are paying. On the Professional plan almost anything you need is included.

Pro Active – By having your systems fully covered ABTRON can proactively monitor, maintain (Preventive Maintenance) and repair (Windows Security Updates and Service Packs, hardware issues etc) your systems so that you have less down time, and therefore less indirect cost, without you getting unexpected bills.

Commitment - ABTRON is committing to you, we are here for the long term, and responsible for supporting your IT systems for the next 3 years, and you know when we are going to arrive to attend to any problem.

It is 100% tax deductible, no worrying about Fixed Asset Lists and Depreciation schedules, just expense it monthly.

If I have all my computers on a Support Plan, do I pay even if I don't need you?

Yes, however if you put all your systems on our Professional Plan (almost everything is covered), for 36 months, and at the end of the Term you have not used all the value we estimated, then we will give you a 100% Rebate on the unused value, providing you sign up for another 36 month contract.

Are there any other benefits to having All my IT on your Professional Support Plan?

Yes, we will hold any chargeable time, for work we do that is not covered by the support plan, until the end of the contract, offsetting that value against any unused value and only invoicing you if there is a balance.

Additionally, if you Flexirent your Hardware and Software, then we will source and supply any new Hardware (Servers, PC/Laptop, Printers, Internet etc) or Software (Windows, Office, Anti-Virus, etc) for you at our cost. Hardware that is not Flexirented is billed at cost plus 10%, with prompt payment discounts of up to 8%.

I don't know ABTRON so I am not sure I want to commit to a 36 month contract

In the unlikely event that you don't like the service we provide, or your circumstances change the contact can be terminated at any time, however some termination charges may apply.