## Common Sense Computer Solutions – for Business

# Get a FREE PC or Laptop, for the term of the contract,when you sign up for
one of our 24 or 36 Month Support contracts.

| What is Included | Home | Value | Business Shared | Professional |
|---|---|---|---|---|
| Initial Installation | x | x | x | x |
| Preventive Maintenance (Annually) | x | x | x | x |
| Other hardware supplied by ABTRON | x | x | x | x |
| Phone & Remote Support | x | x | x | x |
| Onsite Hardware & Software Support | x | x | x | x |
| Software Rebuilds | | x | x | x |
| Network | | x | x | x |
| Microsoft Upgrades | | | 50% Discount | x |
| Printers (inc Multi-Function) | | | 50% Discount | x |
| Internet & E-mail Issues | | | 50% Discount | x |
| Travel Charges | | | 50% Discount | x |
| Staff changes | | | 50% Discount | x |
| Hardware (not supplied by ABTRON) | | | 50% Discount | x |
| Smart Devices | | | 50% Discount | x |
| Virus/SpyWare attacks | | | 50% Discount | x |
| Backup & Restore | | | 50% Discount | x |
| General IT Support | | | 50% Discount | x |
| Loan Equipment | | | 50% Discount | x |
| Response Time | Next Bus Day | Next Bus Day | Next ½ Bus Day | 4 Hours |

### 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, Banking 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 File Recovery.
Cabling.
Consequential Loss.
Insurance.

## Part Charges

Where clients have some PCs/Laptops on "Contract" and some not on "Contract" a Percentage (based on total number of PC's/Laptops) is charged for "General IT Support" i.e. not specifically related to the contracted PC/Laptop.
Examples of this are:-
Internet & E-mail issues, Printer Issues, Installing new Printers etc

Emergency Call outs, Weekend and Outside normal business hours.

## Variance to Plan

Early Termination Charges will apply, but will depend on individual contracts.

Plan Changes and Upgrade options are available. Costs will depend on individual contracts.

## Additional Contract Terms

These contracts are only available with the Hardware detailed in this document, any other Hardware that is to be supported by ABTRON will need to be covered by a separate contract.

Some travel charges may apply for clients "out of town". These charges will be detailed at the time the contract is signed, and are calculated based on Address of the "Place of Business" at the time the contract is signed, and fixed for the term of the contract. Travel Charges will vary if work is required at a different Place of Business.

Loan Equipment, where included in the contract, will be supplied only if available.

Free PC or Laptop is given to the client for the term of the contract only, and is to be returned at the end of the contract.

The PC or Laptop covered by this contract must, at all times, be used and returned in accordance with the associated Flexirent contract.

Hardware and Software upgrades and accessories are available, but are not included as part of any "Free" Hardware and Software, and are paid for separately or additional to the quoted monthly charge, however they may be included in the support provided as part of this contract e.g. RAM and Hard drive upgrades, MS Office Professional etc. These variances are to be detailed and agreed at the time the contract is signed.

Payments - One month payment, in advance to ABTRON, balance monthly by direct credit or Credit Card charge, to Flexirent.

## Definition of Terms

"Initial Installation" Covers the following:-
        MS Windows (XP, Vista, W7) Setup inc. latest Service Packs & relevant updates
        Relevant Drivers
        MS Office 2007 or 2010 SBE including Service Packs & relevant updates
        NOD32 Anti-Virus & AdAware Pro with Updates
        Adobe Reader, Java, Flash Player – Latest versions
        Internet & Email – Setup and test
        Printer(s) – Setup and test
        Connection to Network/Server (if applicable)
        Backup Procedure (For standalone PC's & Laptops)
        Copy Documents, Emails, Favourites and Auto Signatures from Old PC
        Other Software we are confident to install
        Documentation and Configuration to ABTRON Best Practise

"Preventive Maintenance" covers the following:-
        Check Hard disk and event logs for errors
        NOD32 Virus Scan, AdAware Scan and clean
        Updates to Windows, Office and other Software included in "Installation"
        BIOS and PC Driver updates
        Printer Driver updates
        ABTRON Best Practise Changes and Updates
        Hard Disk Temp file cleanout and De-fragment
        PC & DVD Clean
        Update Documentation

"Onsite Hardware & Software Support" - we come to you, during normal Business hours, and Fix issues with the PC or Laptop. Outside of Business Hours part charges apply.

"Phone and Remote Support" - is where ABTRON can connect and fix issues on your system via phone or remotely, without needing to come onsite.

"Software Rebuild" - implies re-setup of Windows etc, as per "Initial Installation", form Hard Disk Failure or Windows Corruption, except where covered elsewhere in this contract e.g. Virus/Spyware attack.

"Network" - implies issues with your LAN, only pertaining to contracted PC/Laptop.

"Microsoft Updates" - This covers Windows and MS Office Upgrades along with Windows Updates. When you want to change versions of Microsoft Windows, at some point after the Initial Installation e.g. XP to Vista Business, or Vista Business to Windows 7, or the version of MS Office you are running ie 2003 to 2007 or 2010. Also Issues arising from regular updates from Microsoft – for both Windows and MS Office.

"Printers (inc Multi-Function)" - Installation and Support/Issues with Printers. For Multi-Function printers this includes Scanning and Faxing.

"Internet and E-Mail Issues" - covers any issues you have with the Internet and E-mail, including changes in your ISP.

"Other Hardware" - covers items not in this contract e.g. Printers, Scanners etc.

"Staff Changes" - where any reconfiguration is required after a change in staff member.

"Smart Devices" - This covers devices such as Blackberry's, iPhones, iPad and other "intelligent" type device that you may connect to the PC/Laptop etc.

"Virus/SpyWare Attacks" - repairs/support required to clean and fix a SpyWare or virus attack.

"Backup and Restore" – where there are issues with your Backup Procedure or Files need to be restored.

"General IT Support" - This covers all the myriad of other "little" jobs we may do for you e.g. mouse does not work, I cant do this, or how do I do that, I connected a USB Pen/Hard drive and cant find it etc.

"Loan Equipment" - this is the time (cost) required to configure any loan equipment ABTRON supply while the contracted item is being repaired.

"Response Time" - this time is the Maximum time ABTRON should attend onsite, or remotely, to any issue. It does not imply that any issue is fixed in the "Response Time" indicated. ABTRON does not warrant or guarantee any time to rectify any issue and does not accept any liability or loss, consequential or any other, for any repair time, implied or given. Response Time does not apply to Clients with accounts not within the credit terms agreed with ABTRON.

"Repetitive call outs, User created issues or Negligence." There is no pre-determined amount of support ABTRON will provide (Phone, remote and onsite) under this contract. However ABTRON reserves the right to charge where it believes that unnecessary support is being provided repeatedly, especially in order to remedy user created issues (particularly where ABTRON has advised how to avoid such issues recurring) or the user is being negligent in the correct use of the system.

"User Backup and Lost Data and File Recovery" – Clients are responsible for making backups (copies) of their data and other files. Any data or files that cannot be copied, recovered or restored are not the responsibility of ABTRON. ABTRON accepts no liability, consequential or otherwise, for any lost Data or Files. Recovery of this data that is not on a Backup is explicitly excluded from this contract.

"Cabling" – Any additional Network or Phone cabling that may be required to your network.

"Consequential Loss" - ABTRON accepts no liability or costs, consequential or otherwise, for any loss of use, arising out of any fault covered, explicitly or implied, under this contract.

"Insurance". All goods must be covered with a comprehensive insurance policy at all times.

## 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.

### Why should I update our current computers, they are working fine?

Productivity - new (faster) computers will enable your staff to do more in the same time and improve their productivity, and therefore increase your profitability.

Reliability - new computers are typically more reliable than old ones, so your staff have less issues, are more productive and your business is more profitable.

Technology changes and supporting old computers can cost more than updating to newer, better and faster ones.

There is an enormous hidden cost to Businesses with staff being unproductive and with unreliable IT systems this is not enabling them to do their job quickly and efficiently.

### Will the "Free Computers" be Crappy?

Definitely not. As ABTRON will be doing all the support work, it is in our interests to supply you with good quality equipment, as the more it breaks down the more support we do.

**What if we have other computers that are not under contract will you still look after them as well, how?**

No Problem. We can support these as well as the "Free Computers", either under a contract, or on an "As Required" basis.

Additionally, some support work will be cheaper e.g. internet failures, as some PC's/Laptops may have the failure covered under their Support contract, so only a portion (for those not covered) is charged to you.

**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.

**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.

**We are not busy at the moment, I don't want to spend any money**

Now is the best time to be changing and upgrading your IT systems as Upgrading and changing IT systems can be very disruptive on any business, so while you are quite make those changes so that your business is in a better position to take advantage of the upturn when it arrives, and it is coming.

**When I look at the Total Cost, that is a lot of money for a PC/Laptop, I cant afford or justify spending that much**

When you look at the Total Cost of anything, the numbers are enormous, as with any multiplier effect.

Take your rent/mortgage and multiply it by its term, the number is staggering, or even your monthly cell phone account by 36 months, or the petrol you put in your car each week, by 3 years, but would you be without any of these? No.

Why would you not be without them? Cost v Benefit - the cost of your Mortgage or Rent with the benefit of having your own place verses living in the park, the cost of running your car and the benefit of being able to go wherever you want when you want verses catching public transport, the cost of a cell phone and being able to conduct business whenever and wherever you like e.g. on the beach or fishing, or make otherwise unproductive time productive e.g. when in the car, verses answer machine in your office/home.

Its not the cost of the new PC or Laptop you need to look at, its the benefits it will give you e.g. improved productivity (as its faster), improved reliability (improved productivity), later technology (work better, store more, do more), work anywhere (with a laptop), pro-active updating (replace it before it breaks and you cant work at all).

**Why do I need you? We look after our Computers ourselves.**

Do you also look after your own Electrical/Plumbing/Accounting/Legal/Health/Car Repairs etc? Is looking after a computer problem the best use of your, or your staffs, time? Do you know you are getting the Best IT Solution and the Best from your IT Spend? What if there is a computer problem and your "In house" IT person is not there to help?

Even though Computers are easier to setup, use and are more self explanatory than they have ever been, they are also more complicated and they may appear to be "working" but they can often be underperforming, not configured for best security and virus protection, and have issues that you don't know about until its too late.

Let us install and mange your IT systems and you will get world class hardware, corporate best practise installation and configuration with responsive backup and on-going support when you need it, at small business prices.

**Notes**

Terms and conditions subject to change without notice. Please refer to your contract at time of signing for binding terms and conditions.

<u>**FREE PC Specifications**</u>

**Software**

### Installed on Home Plan

- Microsoft Office 2010 Home and Student (Word, Excel, PowerPoint, OneNote)
- ESET NOD32 Anti-Virus with 3 years of Updates
- Windows 7 Home Premium

### Installed on Value and Business Plan

- Microsoft Office 2010 Home & Business (Word, Excel, Outlook, PowerPoint, OneNote)
- ESET NOD32 Anti-Virus with 3 years of Updates
- LAVASOFT AdAware Professional with 3 years of Updates
- Windows 7 Professional (XP Professional can be installed)

### Installed on Professional Plan

- Microsoft Office 2010 Professional (Word, Excel, Outlook, PowerPoint, Publisher, OneNote, Access)
- ESET NOD32 Anti-Virus with 3 years of Updates
- LAVASOFT AdAware Professional with 3 years of Updates
- Windows 7 Professional (XP Professional can be installed)

**Value and Home Plan -** Hewlett Packard 3300 Pro

- Intel Core i3-2100 Processor
- 4 Gb RAM
- 320 Gb HDD
- DVD-RW
- HP LE1911 19" LCD Monitor

**Business Plan** - Hewlett Packard 8200 Elite

- Intel Core i5-2400 Processor
- 2 Gb RAM
- 250 Gb HDD
- DVD-RW
- HP LE1911 19" LCD Monitor
- Logitech M950 Mouse

**Professional Plan -** Hewlett Packard 8200 Elite

- Micro Tower Case
- Intel® Core™ i7-2600 Processor
- 4 Gb RAM
- 2x500 Gb HDD (Mirror - RAID 1)
- Integrated Intel HD Graphics
- DVD-RW
- HP LA2205wg 22" LCD Monitor
- Logitech M950 Mouse

**Free Laptop Specifications**


**Software**

**Installed on Home Plan**

- Microsoft Office 2010 Home and Student (Word, Excel, PowerPoint, OneNote)
- ESET NOD32 Anti-Virus with 3 years of Updates
- Windows 7 Professional (XP Professional can be installed)

**Installed on Value and Business Plan**

- Microsoft Office 2010 Home & Business (Word, Excel, Outlook, PowerPoint, OneNote)
- ESET NOD32 Anti-Virus with 3 years of Updates
- LAVASOFT AdAware Professional with 3 years of Updates
- Windows 7 Professional (XP Professional can be installed)

**Installed on Professional Plan**

- Microsoft Office 2010 Professional (Word, Excel, Outlook, PowerPoint, Publisher, OneNote, Access)
- ESET NOD32 Anti-Virus with 3 years of Updates
- LAVASOFT AdAware Professional with 3 years of Updates
- Windows 7 Professional (XP Professional can be installed)


**Home and Value Plans** – Compaq CQ57-410TU Laptop

- Intel Pentium B970 Processor
- 4Gb RAM
- 500GB 7200rpm,
- 15.6" Wide LED,
- DVD±RW Super Multi Double Layer with LightScribe,
- 802.11b/g/n 1x1 WiFi Adapter,
- 6 Cell Battery,
- WARRANTY: 3 years on VALUE Plan, 1 year on HOME Plan

**<u>Business Shared</u>** - <u>HP ProBook 6560b</u>

- Intel Core i5-2410M (2.3 GHz, 3 MB L3 cache),
- 15.6" Wide LED, HD 1366 x768,
- Intel Graphics Media Accelerator HD,
- 2048MB (1 x 2048MB DIMM) DDR3 1333MHz,
- 320GB 7200rpm Hard Disk,
- DVD±RW Super Multi Double Layer with LightScribe,
- 720p HD WebCam,
- Intel 802.11abgn, Bluetooth 2.1,
- Finger Print Reader,
- 3 YEAR LIMITED WARRANTY (1 year on Battery)*

**<u>Professional Plan</u>** - <u>HP ProBook 6560b</u>

- Intel® Core™ i7-2620M Processor (2.7 GHz, 4 MB L3 cache)
- 15.6" Wide LED, HD+ 1600x900,
- ATI Radeon Mobility 6470M with 512MB RAM,
- 4096MB (2 x 2048MB DIMM) DDR3 1333MHz,
- 500GB 7200rpm Hard Disk,
- DVD±RW Super Multi Double Layer with LightScribe,
- 720p HD WebCam,
- Intel Centrino 802.11a/b/g/n,
- HP UN2420 HSPA 3G,
- Bluetooth 2.1,
- Finger Print Reader,
- 3 YEAR LIMITED WARRANTY (1 year on Battery)*

**<u>POS Systems, Server, Printers, network and other hardware and Software Options</u>**

Pricing and specification on request.