



## AMA Technical Bulletin Support and Maintenance Contract Summary



AMA specialise in the supply and support of Accounting and EPOS Systems as well as PC's and Networks. The purpose of this bulletin is to explain what each of our support contracts cover.

AMA will endeavour to provide a 4 working hour (1 hour for critical calls) response to all support and maintenance calls. Recent analysis shows that we respond to 80% of all calls within 2 hours.

Any support contract needs to be looked on as an **Insurance Policy**. Some of you *claim* on your support policy on a regular basis, and others only *claim* when a 'disaster' happens, once in a blue moon! The only way to ensure you have complete cover is to take out ALL the AMA support options.

### **Network Support & Hardware Maintenance**

This cover provides telephone and on-site support for hardware or network faults (E.G. "my screen has gone blank", "errors reading drive C", "my printer won't print" etc.). It does not cover consumables, E.G. print heads, toners, photo-conductors etc. Don't confuse this with manufacturer's on-site warranty. A manufacturer's warranty will not provide loan equipment while yours is being repaired, nor will it provide a Disaster Recovery or Windows Support service as below.

The initial telephone call should ascertain if the problem is hardware, software, or operating system. If the problem is found to be software, and you don't have a software support contract, you will be charged for the fix at £100 per hour (plus £30 per hour travelling time) to correct the problem. If the problem is the operating system, and you don't have a 'Network Support' contract, you will be charged to correct the problem.

If it is a hardware problem, a call will be logged with our engineers to come out on site to correct it at no extra charge. If your machine cannot be repaired on site, we will supply a loan PC or printer, while yours is being repaired.

Note: Equipment over 3 years old is covered on a 'best endeavors' basis only. I.E. If we can no longer source a replacement part, and the machine becomes 'uneconomical to repair', it is your responsibility to replace it. As a contract customer you will be entitled to 10% discount on the installation/configuration charge of the replacement machine.

Hardware faults caused by power failures, lightning strikes, coffee spills etc are NOT covered by this contract, you should ensure you are covered for this under your office insurance policy.

### **Disaster Recovery / Network Support**

This service covers the situation where the hard disk in your computer has failed. The replacement of the hard drive is covered by the hardware maintenance contract above, but without disaster recovery you would need to reload the software yourself! Our engineer will come out on site, at no extra charge, to re-load your hard disk and configure the system as it was before the crash.

On a stand-alone machine, disaster recovery also covers telephone support of the operating system (Windows). Questions such as "How do I add an Icon onto my Windows Desktop?", "My printer is printing garbage" Etc. We include our disaster recovery service on all PC's and workstations on our contracts, as standard.

On a network, disaster recovery will ensure that your file server hard disk is reloaded with the Server operating system, as well as your user configuration and system software. All networks must have an up to date system image on a backup device. (A system image backup should be done at least once a month). The disaster recovery contract also covers telephone support for your Backup Software, Server, and Workstation operating systems. Network disaster recovery is charged separately as "Network Support" on our contracts.

If you don't also have a hardware maintenance contract with us, site visits are chargeable.

Our network support contract also covers the following:-

1. Network security support. (Provided you have anti-virus, anti-spam & anti-malware software installed that is up to date, on the file server and workstations). If you don't have antivirus and antispyware software installed, all work to recover your installation is chargeable.
2. Problems sending/receiving email or error messages in Microsoft Office.
3. Telephone or dial-in assistance for restoring data from a backup.

## **Software Support**

AMA-iT 'Specialise' in supporting and training on Pegasus, Greentree and Kamarin Software. We do not support any other accounting/ERP software. In this way we can ensure that the level of expertise we can offer is 'second to none'.

If you have queries with other software packages such as Microsoft Office (Word, Excel Etc.), we can generally point you in the right direction to obtain support, or arrange training for you via an external training company.

Our support contract covers telephone support only. Site visits are chargeable at £100 per hour as above. To avoid the need for site visits, we offer 'Remote Support' as part of our Telephone Support Contract, at no extra charge. A broadband internet connection is essential. You benefit from Remote Support because the speed of response is very much faster (if a site visit is required, there may not be a specialist available to come out straight away).

The charge for software support is the same, however many calls you make to us over the year.

In the event of a '**Data Corruption**' we can in many cases, repair the fault. If the corruption is caused by a software 'bug' the data will be repaired Free of Charge. If the corruption is caused by hardware failure and we maintain your hardware, the data will be repaired Free of Charge. **But, if the corruption is caused due to a power surge/spike, lightning strike or operator error, you will be charged for the time taken to repair the data. If the corruption is caused by hardware failure and we don't support your network, you will be charged for the time taken to repair the data.** We cannot "guarantee" to repair any data. You should therefore have a system of backups in place, so that you can restore your data to a working position. You should also ensure that your computers are protected from power cuts or surges by installing UPS systems on ALL your PC's.

It is **vitaly** important that you take a data backup every day (using 5 sets of backup media in rotation) and separate archives at month/period ends. If you are not doing this, you are putting your whole business at risk!

Telephone or dial-in assistance for restoring from a backup is Free of Charge if you have Disaster Recovery support, but is otherwise chargeable. A site visit will be chargeable in either case, so please make sure you have an employee on site that has been trained to use the data restore procedures.

We cannot support untrained users on the telephone. Our helpdesk technicians may sometimes advise that training needs to be arranged.

## **Software Annual License**

This contract is with Pegasus, Greentree or Kamarin, and includes no support. It is your license to use the software and includes software updates. At least once a year, you will be issued, via ourselves, an update to your Accounting software. It will come with instructions on how to load it onto your system. We are happy to load the updates for you, via our Remote Support service, but if a site visit is required, this will be chargeable.

If you don't have a Software Support Contract with us, the only 'support' we can offer is if you have an error installing a software update.