

Datasheet for "Clip-card"

While you saves money, the "Clip-card" saves you administration. You can buy a "Clip-card" with 10, 25 or 50 "Clips/Hours" – the more "Clips/Hours" you buys, the more money you saves.

The principle is simple. You have a problem, You call us – We solves the problem.

You will find two types of "Clip-cards". The Type-A is for systems support on servers, and the Type-B is for support on workstations, network, printers, etc. You can also order emergency-calls on both types of "Clip-cards".

"Clip-Card" Type-A covers the following serverjobs:

- Troubleshooting on hardware and software
- Error-fixing
- Systems support on servers: Windows and Unix
- Administration of servers: Creating users, permissions, print-queues, backup-routines, etc.
- Configuration of serverhardware
- Support on network and configuration of routers and switches etc.

"Clip-Card" Type-B covers the following workstation-jobs:

- Troubleshooting on hardware and software
- Error-fixing
- Mounting of RAM, PCI-cards, drives, etc.
- Installation and configuration of operative systems (Windows)
- Connection of equipment: Printers, scanners, etc.
- Installation/updating applications
- Connection to printers
- Repairs of equipment

For both "Clip-Cards" the following also applies:

- 1 "clip" is equal to 1 hour – 1 "clip" is effected upon start of a new work-hour
- As a minimum, 1 "clips" is effected each time on top of transportation. Transportation is effected by a ½ "clip" per day.
- Outside office hours (Monday to friday 9-16 CET+1) the double amount of "clips" is effected.
- Hardware and software is not included in the agreement, and is to be paid separately.

You can order an emergency-call with the following time of response:

Response time means a limited period of time, before an IvanKastrup.dk technician is onsite – starting to solve a given problem. Time of response starts when you contacts us.

- Response time within 8 hours costs additionally 1 "clips"
- Response time within 4 hours costs additionally 2 "clips"

Updated: 21.02.2008

