



Echo Cloud Limited Service and Support For IT Servers & Systems

As a Echo Cloud Limited client, we hope you enjoy a trouble free service with your IT Support service for many years. These days Cloud platforms & Hardware are built to the highest standards, however even the best engineered products can occasionally go wrong, lose updates and functions or get damaged or cause downtime.

That is why we offer all our customers a service and support agreement with completely unlimited cover for their IT systems. When you take out unlimited support you are not only getting a first class product, but also our commitment to provide a comprehensive after sales service.

A system break down can be a real headache:

- **PC or laptop shutdown** lost productivity & Potential Major downtime
- **Out Of Date Firmware** Loss of speed and Broadcast
- **Total system failure** stopping your business from working
- **Repairs can be expensive** as replacing faulty equipment could cost hundreds

The Solution

For peace of mind your IT System will be protected by a service and support agreement providing you with:

- **No call out charges** which could be costly for multiple visits
- **Response times **** 4 hour response for total system failure
- **Hassle free help line** will assist with all support and maintenance enquiries
- **Comprehensive parts and labour cover** with the majority of equipment easily available

With a dedicated support team we aim to provide you with peace of mind throughout the lifetime of the support. So if for any reason your system should develop a fault, simply contact us and help will be on the way. We have a dedicated team 9-5 Monday to Friday to assist you.

What is covered?

If you suffer issues or change queries you are covered for all call outs, parts and labour. There is no limit to the number of call outs and additional system support.

What is not covered?

The cover does not include damage caused by external influences such as power spikes, vandalism, theft, fire, flood, accidental damage etc. Please note also any hardware changes that require full upgrades will be chargeable

**** Support Response Times:** total system failure, within 4 working hours (normally within 2 hours); Desktop and applications faults, within 8 working hours; reprogramming/user training, within 16 working hours. Very



occasionally, due to unusually high demand for maintenance support, engineers may not be available to react within these timescales but every effort will be made to attend as soon as possible.