

Final Connect Convenient Quality Service

Final Connect responds to computing and information technology problems quickly and with minimal intrusion on your day-to-day business. Final Connect uses a variety of delivery methods and selects the most time efficient and cost effective methods for your particular situation. Our goal is to return your operations to normal as quickly as possible. As an additional service, Final Connect bundles solution and delivery methods into our Value Added Service Plans (VASP).

Benefits

- Fastest Resolution Time
- Reduced Downtime
- Quality Service at competitive prices
- Convenient Service Methods
- Minimal intrusion to your operations
- After hours / Weekend options

Delivery Methods

- Telephone Assistance
- Product exchange
- Remote Access and Administration
- Customer-Assisted Repair
- Research to Solution
- On-site service

Telephone Assistance

Whenever practical, Final Connect solves the problem over the telephone. This approach yields the fastest fix, most convenient repair method and lowest cost. When you contact Final Connect, your representative works with you to isolate, diagnose and help solve the problem. To enhance this remote resolution process, Final Connect has developed tools and methods to diagnose and resolve problems accurately. If the problem cannot be solved over the telephone, Final Connect will continue toward a solution utilizing one of our other delivery methods.

Customer-Assisted Repair / Product Exchange

For very simple repairs, such as keyboard, mouse, monitor, etc replacement, Final Connect may forward the replacement part to you at your place of business. You receive the part within three business days, and Final Connect will guide your staff through the simple installation procedures. For repairs of some products, which may be under warranty or other guaranty, Final Connect may dispatch an authorized representative or third party provider who removes the old product and installs a new product of functional equivalency.

Research to Solution

For some solutions, Final Connect may research and test a functional solution prior to implementing the solution in your place of business. Final Connect representatives research and test the solution at our sites using our databases, manufacturer databases or third party providers. The researched and tested solution is then provided to you via one of the other delivery methods.

Remote Access and Administration

When remote access services are available, Final Connect troubleshoots and solves the problem over a remote access service. When you contact Final Connect, your representative works through the remote access service to isolate and diagnose the problem. When the problem cannot be solved remotely, Final Connect will use the information obtained through remote access and apply it to a solution utilizing one of our other delivery methods.

On-Site Service

For complex solutions, Final Connect may dispatch certified systems or network engineers to solve your computing problem at your place of business. Final Connect can typically respond to your request within 4 hours of initial contact.

Value Added Service Plans – Contract Options

What is a Value Added Service Plan?

Final Connect's Value Added Service Agreements are fixed term service agreements between Final Connect and your company for fixing, servicing, troubleshooting, administering, updating and upgrading your technology investment-systems, equipment and software. By selecting a Final Connect's VASP, you are guaranteeing your technology investment will operate optimally with minimum downtime resulting in maximum cost-benefit realization, and your configurations will be maximized for Final Connect's Broadband services.

By retaining Final Connect, your company is gaining computer consultant expertise without the added expense of hiring in-house technical staff or devoting existing staff resources for computer troubleshooting. Most small businesses cannot afford a full time technology person nor afford losing existing resources to perform this function. By retaining Final Connect, your company eliminates the added payroll costs and maximizes the throughput of computing solutions.

The Benefits - Why you should choose a VASP

- Lower per hour rates for Service Agreement hours (discounts off list prices)
- Lower per hour rates for additional hours (additional discounts off list prices)
- Free or fixed rate discounted phone support
- Emergency callout / after hour discounts
- Priority scheduling
- Preferred representative guaranties
- Remote network administration
- Free consultation - Equipment, software and solutions research
- Equipment and systems sold at cost

Contract Options

Each option includes a no cost two-hour review of your hardware, software and systems to provide a set of recommendations to optimize your computing investment and investigate your company's options for future growth and development.

Option 1: Time and Material Support Contract

- A simple contractual arrangement at which labor is billed at an agreed fixed rate per hour
- Low minimum monthly fee starting at \$100 per month
- Includes free telephone support
- Parts and materials required to repair systems are additional as needed

Option 2: Information Technology Strategic Outsourcing Contract

- A fixed price annual contract including a fixed amount of discounted hours of labor. The more hours purchased, the larger the labor discount.
- Low minimum- 36 hour minimum with additional 12 hour blocks available
- Includes free telephone support
- Parts and materials required to repair systems are additional as needed