

## Struggling with "IT" Related Support?

Did you know that nearly 50% of customer calls are "IT" related and are not covered under your hardware maintenance plan?

## Excel Document Solutions Can Help!



**Excel Document Solutions** is pleased to offer our customers an additional coverage for Remote & Helpdesk Support for any Excel Document Solutions-purchased machines. Our Remote & Helpdesk Support will include, but not be limited to, coverage of the following services provided by Excel Document Solutions' Technology Services Division:



- IP address conflicts
- Assistance with printer driver downloads and configurations
- Additional Scan Destination/ Address Book Entry
- Change SMB Scan Destination Authorization Info
- Change copier IP scheme due to new ISP/ LAN Change
- Adjust/Create new IP Port for Print Driver
- SMTP Authentication Change
- Scan to Email Max File Size change
- Adjust print driver defaults | preferences
- End User Assistance with Network Related Copier Features
- Troubleshoot Physical LAN connections

*Excel Document Solutions' Remote & Helpdesk Support Services minimizes down time for your end-users, providing your company with optimal technology efficiency. Our IT Professionals offer unparalleled customer service with broad and deep technical expertise for your end-user community.*

Excel Document Solutions also offers full remote and on-site network support services and contracts.



# REMOTE SUPPORT HELPDESK Service Agreement

Excel Document Solutions is pleased to offer customers additional coverage for REMOTE SUPPORT HELPDESK for any Excel Document Solutions-purchased machines. Included in this agreement are the details of such coverage for REMOTE SUPPORT. Purchaser must sign and agree to the terms stipulated within this agreement, based on the selected option of coverage or decline of coverage at time of signing.

The **REMOTE HELPDESK SUPPORT AGREEMENT** will include, but will not be limited to, coverage of the following services provided by Excel Document Solutions' Technology Services Division:

- IP address conflicts
- Assistance with printer driver downloads and configurations
- Additional Scan Destination/ Address Book Entry
- Change SMB Scan Destination Authorization Info
- Change copier IP scheme due to new ISP/ LAN Change
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Based on the nature of this type of service, the Excel Document Solutions Technology Services Division staff **MUST** be authorized and enabled access\* to Purchaser's network. \*The use of this service will not permit Excel Document Solution's staff access to Purchaser's network once a REMOTE SUPPORT session has terminated. Excel Document Solutions staff will not be able to access Purchaser's computer(s) unless an end user from Purchaser's company initiates a new request/invitation to connect by logging on to the Excel Document Solutions website.

**Please indicate which coverage you approve to purchase by checking one of the following options and signing your acknowledgment below.**

- REMOTE SUPPORT AGREEMENT@ \$320** (This is a 4 hour block, allocated in 15-minute increments. A \$160.00 savings from normal rates).
- I am not interested in a Remote Support Agreement** at this time. I understand that connectivity and network related issues are not part of our standard copier maintenance agreement and if we require assistance from Excel Document Solutions' Technology Services Division staff, we will be Invoiced on a per call basis at the present rate of \$120.00 per hour allocated in 15 minute increments.
- I understand that it is our (Purchaser's) responsibility to have all employees' computers (including laptops) available on the day of installation along with someone who can access them.** Excel Document Solutions' Technology Services Division staff will coordinate arrival with Purchaser's authorized contact and will request approval signature to verify that all work was completed to Purchaser's satisfaction. It is critical that access to all computers is available for this stage of the installation, as additional charges can be incurred by Purchaser for any additional site visits made by Excel Document Solutions' Technology Services Division staff.

\_\_\_\_\_  
Company Name (Please Print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Authorized Contact Name and Title

\_\_\_\_\_  
Authorized Contact Name and Title - Signature

By signing this agreement, Purchaser and Excel Document Solutions agree to the terms and conditions listed within. This agreement is valid for up to three (3) years from the time of purchase.

**Excel Document Solutions Office Use Only:**

Assigned Remote Contract Number: \_\_\_\_\_

Excel Document Solutions Representative Name: \_\_\_\_\_