



care⁺

wecare.uk.com

academia

care⁺

media

care⁺

enterprise

care⁺

Useful Contacts

Helpdesk Address: <http://www.wecare.uk.com>

Telephone support number: 0208 400 9444

Support Email Address: help@wecare.uk.com



care⁺ offers all the benefits
of our care packages and more!

While CARE keeps your machines covered for parts, labour and system support for 3 or 4 years, CARE⁺ enables us to support the entirety of your network or solution.

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There are a number of options available to include in your CARE contract, so contact one of our advisors who will be able to put a bespoke contract together just for you.

CARE⁺ is available in a one, two or three year agreement and we'll tailor your contract to contain a number of different coverage options depending on your requirements.

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Standard Coverage

Unlimited Telephone Support

Once a call has been logged via our dedicated helpdesk we will respond within 15 minutes. The initial response will be via a brief call to identify and rectify the issue. We have noticed that the majority of issues can be rectified by this call, however we do appreciate that this should remain a brief call as long calls can be perceived as a hindrance to your productivity.

Unlimited Remote Support

If an issue can't be resolved over the phone we will access your site remotely, this will be configured free of charge upon the inception of your agreement, we will then take control of the machine or server to resolve the issue.

Unlimited use of our Helpdesk

Once a call has been logged via our dedicated helpdesk (which can create tickets either straight on the website, via email or even Twitter if you're so inclined), we'll call you back the same working day and begin working towards a resolution. Call logs are tracked against our internal service level system and monitored in the working week all day, every day to ensure we achieve our SLA's - at your request, reporting your tickets can be supplied periodically.



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Additional CARE+ Coverage Options

Unlimited Onsite Response Visits

Sometimes a problem can only be resolved by an onsite visit – these can include hardware failures as well as just the need to be physically in front of a terminal. Therefore we offer an unlimited onsite callout to cover these occasions, this will be responded to within the predetermined response time on your agreement from the first log. To give you the best possible service, we don't place a limit on the number of calls that can be placed within the agreement.

Original Recipe CARE

This includes repairs, parts and labour cover on all machines covered by the contract, as well as desktop machine support. For more information on the full CARE coverage, please refer to the CARE documentation.

Loan Equipment and Spare Parts

Our agreements include all non-consumable spare parts. Depending on the particular issue and machine type, we will endeavor to attend onsite to resolve this. In some instances, we are bound by Apple's guidelines as to what we can do, but we will also advise you up front of the best way to resolve your issue. We will also offer loan equipment if this issue can't be resolved with a short period of time, to ensure you have as little downtime as is humanly possible. Our large stock pool of loan equipment allows us to offer a quick response time on loan units, and in addition we can also hire any equipment if needed. If your solution includes system

imaging, we're happy to hold your system images "in stock" so that when your loan machine arrives, it's already imaged and ready to go.

LAN Support

We can offer support for all areas of your LAN, from network topology to printers. This means that all areas of your infrastructure are covered, therefore there are no grey areas even if the equipment is not covered under hardware support agreement (although all physical repairs will be chargeable if you wish for us to repair any hardware not on the agreement). This is incredibly useful if you have dedicated teams for specific equipment and services and wish to ensure connectivity throughout the LAN.

OS, DATA and Application Reinstatement

If a system needs to be assessed, repaired or replaced we will reinstate the Operating System, all applications with settings and any Data. We feel this is vital as it means that if a system is rebuilt, it is useable to its original level before replacement or repair – rather than just a blank operating system. This is applicable for all systems including servers, provided the fault hasn't caused corruption of or non-readable data. If you have a system imaging solution in place, we can simply restore from an image!

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Additional CARE+ Coverage Options

Free of charge support on equipment purchased from Academia

Any equipment purchased from Academia will be added to the support agreement without extra charge for the length of the CARE+ agreement. We do not impose any limits on the new equipment that can be added to your support for free until the next renewal date. In the past, we have found this to be a great incentive to add equipment to our multiyear agreements.

Disaster Recovery Assistance

If you have a disaster, i.e. flood, fire, theft, we appreciate how disrupting this can be to your business. To help you through this troubling time we will offer immediate assistance to help you get your infrastructure back to full productivity.

Data Recovery

If you have a fault with a hard drive within your organisation, we can attempt to recover the data. This is not a guarantee that the data can be recovered, and is only applicable to errors where a system can physically see the disk – if the fault is due to a hardware failure, this is an extra chargeable service. However, we have a very high success rate with recovery of accidentally deleted files or filesystem corruption. Speak to one of our representatives to find out more.

Asset Management

As part of our comprehensive CRM Solution we have the ability to maintain a database for your hardware and software assets, which allows us to help you maintain software and hardware renewal licenses giving you notifications as and when renewals are due. This is also useful for keeping track of those pesky serial numbers, and which machines they're on!

Call Closure Verification & Monthly Call Statistics

Each month we will supply an overview of all calls/issues logged with Academia to ensure that no calls slip through the net or are identified as closed if you do not believe so, to help with this you will receive a confirmation from a member of the team to ensure that you are happy with the progress and work completed. We value all our customers to exactly the same degree and strive to ensure that all issues are responded to within the agreements SLAs.

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Additional CARE+ Coverage Options

Image Build Development and Management

This service allows the management of a centralised disk image for your IT Equipment. We can take the responsibility of the development and maintenance from your internal teams and arrange a regular update to your clients via an array of various imaging tools, chosen specifically to meet your needs.

If this option is chosen, we will spend a day with your users evaluating the build(s) required and this will be developed and rolled out via our team of engineers. All updates will be rolled out once to ensure the concept has been tested and approved by you.

New Machine Imaging

All new machines purchased through Academia can be supplied with a disk image and user information pre-installed. This means that all a member of the Helpdesk, Power User or a user themselves will need to do is remove the machine from its box, place it on the user's desk, plug it in and switch it on! This can be extremely useful if you have any new remote users or have plans to purchase large batches of machines in the future.

Pre-purchased Time

We appreciate that some customers prefer to have prearranged preventative health checks, therefore we can supply an engineer to perform these visits. We also know that our customers sometimes require an engineer

to install equipment, update software, perform inventories and assist in other non maintenance tasks and this pre-purchased time can also be used for these tasks. This is more of a "pay-as-you-go" option as opposed to our regular CARE+ contracts.

Mobile Device Management

With the advent of iOS and Android devices becoming more prevalent in Mobile Computing, we can offer full support for these. This includes managing users' devices, setting up and managing profiles and remotely pressing the "kill" switch if a user loses a device containing sensitive data. This option not only includes hardware support and telephone support but also the initial setup and rollout of devices and 'Apps'. Speak to one of our Technical Advisors to learn more about this option.

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Future Development

We not only pride ourselves on being on the pulse of current technology (we're hardware and software beta testers for some of the large vendors), we also look towards the future and can offer comprehensive advice and planning on a multiyear development schedule. This allows all of our clients to have an effective tool for budget planning and scheduling of IT Resources.

Being Green

Being a green company – our Tech lab and offices use 100% green power, we recycle 100% of recyclable goods in our office and use electronic media in place of printed content for everything barr legal documentation – we also offer a Mac recycling service. We'll take away any of you old unused Macs and dispose of them in an environmentally friendly manner, in most instances being able to offer you a discount against new purchases for each recycled Mac. Collection is also free, so there's nothing to lose! We also provide data removal certificates for all Macs collected, and ensure that a 7-Pass Erase (7-Pass Zero Out Data) format is carried out. This meets the US Department of Defense 5220-22 M standard for securely erasing magnetic media... so you can rest assured that no trace of your data will be left.



General Terms and Conditions

- ❖ We are not responsible for any failures or delays caused by factors beyond Our control (including non-availability or delays in obtaining spare parts).
 - ❖ We are not responsible for any failures or delays caused by Your failure to carry out preventative maintenance.
 - ❖ We are not obliged to provide Hardware Service or Technical Support if it would be illegal for Us to do so (e.g. by virtue of Your country of residence).
 - ❖ We may record calls from or to You for quality control or other reasons.
 - ❖ You agree that, in providing Our services, We may use security or similar measures. Those measures may interfere with your data and/or software and or your use of the Covered Equipment.
 - ❖ We will respect the privacy of personal data supplied by you and only process it fairly under the Data Protection Act 1998.
 - ❖ These terms supersede any other terms proposed by You and reflect Your and Our entire agreement about its subject matter.
 - ❖ You can only purchase the Plan whilst Covered Equipment is under its manufacturer's warranty.
 - ❖ These terms are governed by English law. Any dispute in relation to these terms shall be heard before the courts of England & Wales,
 - ❖ A copy of the full Terms & Conditions is available upon request or online at:
<http://www.wecare.uk.com>
- *Original, or suitable secure packaging of the goods is required for this service. CARE cannot be held responsible for goods damaged in transit.
- **Depending on availability