



Tailored COMPUTER SERVICE plans

UPTIME, RELIABILITY and DATA SECURITY should be considered the key support objectives for any computer network. With an emphasis on preventative maintenance, staff training and quality systems documentation, Alchester provides the following levels of support to help customers achieve these objectives.



SCHEDULED PREVENTATIVE MAINTENANCE

Regular maintenance (Retainer - POA) on all **SERVERS** and **WORKSTATIONS** covering:

- Anti-virus licensing and updates *(annual subscription optionally included)*
- Computer cleaning *(diskette and tape head cleaning / fans / power supply / mouse / keyboards)*
- Maintenance of site layout documentation and registry of associated support contacts

*Demonstrable **BACKUPS** (*ONSITE disk and OFFSITE media including BACKUP/ARCHIVE log.*)

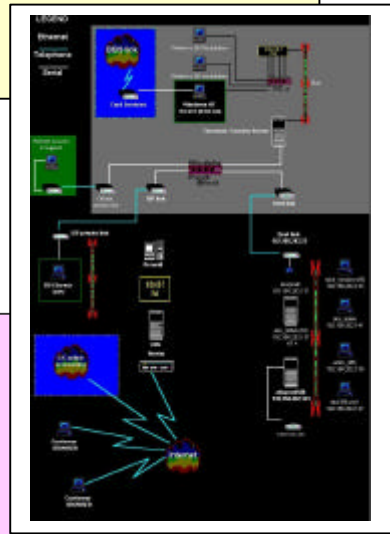
*Internet connection for accessing email and logging service calls

*Dial-in diagnostic tools to permit remote support **ONLINE**

* Alchester can provide any unavailable products (Additional fee)

FACILITIES MANAGEMENT

Attendance onsite to perform business critical **BACKUPS** and file management housekeeping. Alchester can also provide the necessary disk and tape backup facilities to help customers with limited budgets for the necessary equipment. Costs of this service tailored to suit the network in use. (POA)



STANDARD SERVICE CALL

PHONE/FAX: (03) 97626293

EMAIL: tech@alchester.com.au

Onsite or online/phone support for the rectification of **NON-critical** hardware, system software, applications software or operational support requirements. Planned visit or call-back service at a discounted rate of **\$93.50 / hr.**

Minimum of 4 hours applies.

(Min WAIVED if contracted for scheduled Preventative Maintenance)

AFTER HOURS SERVICE CALL

DIRECT: **0408 994799**

Where it is requested that service be performed outside trading hours (9AM – 6PM M-F excluding holidays), the rate is **\$132 / hr charged in ½ hourly blocks.** If **ONSITE** support is necessitated, a minimum of 2 hrs fee applies.

EMERGENCY SERVICE CALL

DIRECT: **0408 994799**

SMS via the web: www.alchester.com.au/abscall

URGENT problems requiring immediate service, can be logged **DIRECT** with our staff. Prompt onsite troubleshooting and remedial support will follow to minimise disruption to the site. Where possible, the use of **DIAL-IN** remote support will be undertaken to hasten support and reduce costs.

Fees for this DIRECT PHONE support are \$110 / hr charged in ½hourly blocks. If onsite support is necessitated, a minimum fee of 2 hrs applies.

(On extended calls, the first four hours of time spent will be charged at this rate, thereafter reducing to the standard service call rate.)

CONSULTING DIVISION

CONTACT: +61 3 **96424032**

WEBSITE: www.dtcorp.com.au

Alchester, building on its success in designing, developing and implementing powerful, cost-effective and tailored business and engineering systems can introduce senior technical consulting and troubleshooting services for your major business applications, directly through its subsidiary: **DIGITECH CORPORATION**



Note: GST is INCLUDED in the fees quoted. Total travel time (ex Melbourne) spent in excess of 2 hours will be charged at standard service call rates. Accommodation costs additional (Advised). (Where after hours access is a preferred option by Alchester, naturally this would require security clearance, and non-disclosure). Prices effective 1st May 2005, and subject to change without notice. E. & O.E.