



IT MAINTENANCE DELIVERED BY AGILITAS

Leading 'Inventory-as-a-Service' specialist Agilitas provides customers with first class maintenance support across a vast array of IT Infrastructure and Data Centre equipment through their Inventory Assure service. This suite of flexible support options provides comprehensive service levels that ensure maximum "uptime" regardless of product or geographic location.

Service overview

The Agilitas Inventory Assure service aims to increase the availability of your IT infrastructure. Agilitas' technical experts work with your IT team to help resolve hardware problems across a wide range of server, storage and networking products.

Agilitas Inventory Assure offers a variety of response times to meet your specific service requirements.

Inventory Assure comprises of Three distinct service levels for part replacement:

- > **Inventory Assure Bronze - NBD Service**
- > **Inventory Assure Silver - 24x7x4hr Service**
- > **Inventory Assure Gold - 24x7x2hr Service**

The Agilitas Inventory Assure service portfolio also offers the same three service levels with the inclusion of an onsite technical engineer to replace the faulty component or device. This enhanced service is inclusive of the **Bronze+**, **Silver+** and **Gold+** service packs.

Service description

Agilitas Inventory Assure service NBD hardware support:

- > Coverage window: Service is available between 9:00am and 6:30pm UK time, Monday through Friday excluding Public holidays.
- > Should Agilitas remote diagnosis determine if a replacement device or component is required, it will be shipped to the customer's site to arrive the following business day.
- > Onsite response time: Next business day onsite response (+Pack): For incidents with supported hardware that cannot be resolved remotely, Agilitas will use all commercially reasonable efforts to respond onsite the next business day.

Agilitas Inventory Assure service 24x7 hardware support:

- > Coverage window: Service is available 24x7x365 including public holidays.
- > Should Agilitas remote diagnosis determine if a replacement device or component is required, it will be shipped to the customer's site to arrive within the agreed service level period.
- > 4-hour onsite response (+Pack): For incidents with supported hardware, Agilitas will use commercially reasonable efforts to respond onsite within 4 hours. An Agilitas authorised technical representative will arrive at the Customer site to begin hardware maintenance service within four hours of the call having been received and acknowledged by Agilitas.
- > 2-hour onsite response (+Pack): For incidents with supported hardware, Agilitas will use commercially reasonable efforts to respond onsite within 2 hours. An Agilitas authorised technical representative will arrive at the Customer site to begin hardware maintenance service within two hours of the call having been received and acknowledged by Agilitas.

Onsite response time specifies the period of time that begins when the initial call has been received and acknowledged by Agilitas. The onsite response time ends when the Agilitas authorised engineer arrives at the Customer's site, or when the reported event is closed with the explanation that Agilitas has determined it does not currently require an onsite visit. Calls received outside the coverage window will be acknowledged the next coverage day and serviced within the agreed service level.

Repair is considered complete upon Agilitas verification that the hardware malfunction has been corrected or that the hardware has been replaced. Agilitas is not liable for any lost data, and the Customer is responsible for implementing appropriate backup procedures. Verification by Agilitas may be accomplished by the completion of a power-on self-test, standalone diagnostic, or visual verification of proper operation. At its sole discretion, Agilitas will determine the level of testing necessary to verify that the hardware is repaired. Replacement products are new or functionally equivalent to new in performance and replaced products become the property of Agilitas.

New Inventory Assure service packs must be registered with Agilitas and the maintenance will be deemed "live" within 28 days of registration. During this 28 day period, Agilitas will provide a "best efforts" service.

Prior to any onsite assistance, Agilitas may initiate and perform remote diagnostics using electronic remote support solutions to access covered products, or Agilitas may use other means available to facilitate remote incident resolution.

Regardless of the Customer's coverage window, incidents with covered hardware can be reported to Agilitas via telephone or Web portal, 24x7x365. Agilitas will acknowledge the receipt by logging the call, assigning a case ID, and communicating that case ID to the Customer. Agilitas retains the right to determine the final resolution of all reported incidents.

Activities such as, but not limited to, the following are excluded from this service:

- > Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by Agilitas
- > Services that, in the opinion of Agilitas, are required due to unauthorised attempts by non-Agilitas personnel to install, repair, maintain, or modify hardware, firmware, or software
- > Operational testing of applications, or additional tests requested or required by the Customer
- > Services that, in Agilitas' opinion, are required due to improper treatment or use of the products or equipment
- > Services required due to failure of the Customer to take avoidance action previously advised by Agilitas
- > Backup and recovery of the operating system, other software, and data
- > Installation of any customer-installable firmware and/or software updates
- > Troubleshooting for interconnectivity or compatibility problems
- > Any Customer or third-party action or inaction impacting the repair process
- > Any automated recovery processes triggered by the hardware malfunction, such as disk mechanism rebuild or sparing procedures

All Agilitas Inventory Assure Packs are available for 1, 3 or 5 year service coverage periods and only provide support for devices registered against each Assure Care Pack when purchased.

Agilitas Inventory Assure Service Pack Features	Inventory Assure Bronze	Inventory Assure Bronze +	Inventory Assure Silver	Inventory Assure Silver +	Inventory Assure Gold	Inventory Assure Gold +
Centralised UK support desk	✓	✓	✓	✓	✓	✓
Remote diagnostic support	✓	✓	✓	✓	✓	✓
Next business day part replacement	✓	✓				
4 hour part replacement 24x7			✓	✓		
2 hour part replacement 24x7					✓	✓
Onsite engineer to replace faulty part		✓		✓		✓