

## 1. Maintenance Contract's



I.T. and telecoms systems are a critical component of most modern organisations – without it, your organisation will struggle to operate effectively.

Millgate understands this and provides a team of technical staff that is not only the leaders in their field for technical ability, but is able to clearly communicate that in a way that the customer understands.

The flexible contracts we provide are in place to provide assistance at all levels, if your systems develop problems in any way

At Millgate we have a dedicated team of field based engineers responding to service calls and providing installation services and advice. Our contracts are competitive and provide the highest levels of customer service throughout the region.

## Millgate Maintenance Contract's

The Millgate maintenance Contract is an agreement between Millgate and your company guaranteeing you comprehensive support for every aspect of your IT & Telecoms infrastructure.

This infrastructure may include PC's , software, servers, peripherals such as scanners, printers, and laptops or more specialist equipment such as UPS's or AV equipment All items contained within the scope of the contract are covered for almost every eventuality . This is the industry standard for all our customers. Our maintenance contracts are very flexible and tailored to our customer's specific requirements and can be offered on month to month, quarterly and an annual basis.



## 2. Does my company need a Maintenance Contract?

- If your business depends on its IT systems and Telecoms infrastructure?
- If any of your PC systems or file servers failed, what would be the cost to your business?
- How long would it take you to arrange for a repair or replacement, and at what cost?
- Do you have any internal IT & Telecoms knowledge and if so what if that person is not available?
- Our maintenance contract clients enjoy the peace of mind our service provides.



## 3. Advantages of the **Millgate** Maintenance Contract

- Guaranteed Response Time we provide a guaranteed four-hour response to all file server related call outs and an eight-hour response to all other calls. (These response times will be documented for each piece of kit.)
- Repair/Replacement of faulty hardware we will attempt to repair all hardware faults. If we cannot repair a particular item or a repair is not practical, we will replace the item.
- Maintenance Health Check Visits, one of our Engineers will visit you to carry out a routine maintenance check on all equipment covered under contract, these visits will be carried out twice a year.
- Dedicated Service manager. All clients are allocated a dedicated service manager. This will ensure that all aspects of your IT & Telecoms systems are covered.



## 4. What does a **Millgate** Maintenance Contract cost?

Each customer is treated as an individual as with our experience no two customers are the same. What Millgate propose to do before any accurate costs are provided, one of our technicians will conduct a full free of charge site survey and inventory of your hardware and software so that we can estimate the level of support required. All costs below per item per annum.

**Millgate** Offer to beat any like for like quotation by up to 25% in our local area.

- Servers from £300
- Desktop PC's from £35 (this includes support on Microsoft office)
- Laptops from £45
- Printers from £20
- Network switches - layer 2 and layer 3 Cisco, Net Gear, 3com etc from £40
- Backup devices from £50
- Firewalls, Routers from £40



## **Millgate** Engineering Capabilities

- MCSE qualified engineers
- VMware vSphere: Install Configure Manage
- HP AIS & ASE Accredited engineers
- Sonicwall CSSA accredited engineers
- Citrix Accredited engineers
- Connectix Data cable installation accredited, Cat5e and Cat6.
- Promethean accredited installation engineers
- All engineers are Health and safety accredited
- Single and Multicore Fibre optic installation and termination
- Fibre Optic cable Repair
- AV Installs (Projectors, Screens, Speakers, Plasma, LCD etc)
- All engineers are CRB checked
- All engineers are CSCS card holders



## Support and Summary of Cover

### How Do **Millgate** Support its Customers?



- Telephone Support
- Remote Access
- On-Site Support
- Spares
- Loan Equipment
- Technical Advice
- Health Checks
- Software and Hardware Audit's

### Summary of equipment Covered



- Hardware (desktops, IT Peripherals etc)
- Servers
- Tape Drive (Back Up)
- UPS
- Laptops
- Printers
- Scanners
- Projectors
- IWB
- Switches, Routers
- Firewall – Sonicwall , Barracuda, Cisco
- Wireless Equipment
- Software Inc. MS operating systems and applications, Virus, Backup, Virtualisation
- All telecoms systems (mobile and leased lines)
- Web and email hosting

## Existing Customers

### Existing **Millgate** Customers



- TEK Personnel consultants
- Heathfield Foundation
- Ron Hull Demolition
- Reepham Primary School
- Sellec (Special Cables)
- Slimming World
- Volkerrail
- Wolf Safety
- Charles Day Steels
- Boston West Primary School
- Christ Church Fulwood
- George Jowitt

These are just a small section of our existing customers.

**Millgate** Are also leading suppliers of all hardware, software and telecoms products.

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