



For Everything IT, Think ESP!



ESP Projects IT Support Contract Overview

The aim of your Contract with ESP is to provide you with comprehensive support for your IT system. Your contract entitles you to your very own IT Helpdesk, provided by ESP's team of highly experienced technical support staff, of which any question can be asked. ESP's approach is different to many in that our contract is not limited in by any number of hours, or call-outs. It is unlimited and therefore, we only make money if we can quickly and permanently resolve your problems as well as ensure you have the right systems for your needs over time.

We log all critical issues you raise with us and give you a unique job number. This means you can talk to any member of the Technical Support team, not just an 'Account Manager'. What's more, we are in an excellent position to discuss - where requested - any longer term or strategic matters arising, based on in-depth analysis of these actual support logs. In this way, ESP support is about bulding a long term relationship which can help you grow and develop through the adoption and use of effective IT systems. In this endeavour, our contract also entitles you an Advisory Service, which can be used as a sounding board for IT projects and proposals, irrespective of whether the system is experiencing problems. For a full breakdown of the contract entitlements, please see below.

Management of an IT system is not the easiest task, even with external IT Support! For some clients, particularly larger ones, we think it can be of enormous benefit for you to have a nominated IT contact (or contacts), who take on a liaison and co-ordination role for the Support Contract. This means not only that your staff will be better informed and that some smaller matters can rectified quicker, but also that you start to build up a picture internally of the strengths and weaknesses of your system. Please do raise any questions you have about this role with the ESP representative you discussed the contract with.

We think you will find our service second to none. However, in the unlikely event of any concerns or complaints about the service, please raise these in the first instance with our Technical Manager Matthew James who is contactable on the Helpdesk number 0330 2020 118 Option 2.

Did you know we also supply..



IT Support



Access Control



CCTV



VoIP Systems

ESP Projects Limited
Unit 7 Edmund Road Business Centre, 135
Edmund Road, Sheffield, S2 4ED
0330 202 0118
Registered in England: 4472697
VAT: 808 652418



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Contract Entitlements

1. Helpdesk:

Unlimited access to ESP Support engineers via telephone on 0330 2020 118 or email to support@espprojects.co.uk within ESP's business hours of 9.00 to 17.30, Monday to Friday. Also we guarantee a 4 hour response time with 9 out of 10 calls answered by engineers within 5 rings. ESP will attempt to assist with any issues you raise with us to the best of our ability and we have many years of combined experience to offer. Certain issues will also fall under 'Further Troubleshooting' – see below.

2. Further Troubleshooting:

If an issue relates to the malfunctioning of operating systems, Office software, networking equipment, antivirus & backup systems, PCs or servers and cannot be resolved by the Helpdesk, ESP will further visit the site and/or collect, fix and return the system to the client fully functioning. This labour is free of charge for and the client only has to pay for replacement parts if needed. The contract outlines what items are covered and exemptions; as well as the detailed terms and conditions but essentially if we need to be onsite we guarantee an appointment within 8 business hours.

3. Preventative Maintenance:

If there is a server on the contract, ESP will conduct routine checks on the Server to ensure critical systems are running & important updates are installing correctly to maintain the general 'health' of the server. These weekly checks are free of charge under the IT Support contract. We also assist with routine tasks such as adding and deleting users. A free of charge annual Audit of the ICT infrastructure is available (upon client request). This assesses the system and recommends any areas for improvement.

4. Advisory Service:

2 hours a month free of charge ICT consultancy on PCs, Servers, Software, Email & Websites. This includes ICT consultant coming on-site as well as providing advice over the phone. This service is provided by the ESP Sales Team rather than the Technical Support team.

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Notable Exclusions

Although we encourage clients to use the Helpdesk facility for *all* technical assistance, occasionally the *actual resolution* of an issue may fall outside our remit. This might be because we do not have the authority to investigate further; because the problem is caused by a program or setting which we cannot change; or because the matter is explicitly excluded from the 'Further Troubleshooting' service within your contract.

In such cases, our staff will signpost you to the most appropriate third party and provide you with any supporting evidence/diagnostics to help with the case. Although in practice – where permissible – we generally deal with such third parties on your behalf, do bear in mind that this can lead to delays in information flows. Such issues include:

- Internet service/telephone lines
- Services provided by non-ESP controlled website domains
- Persistent exposure of the system to viruses/malware by a specific user
- Specific databases, online services or other applications
- Unsupported devices such as faxes, photocopiers
- Home user equipment (but you can get this repaired by www.espathome.co.uk)
- Physical repair of printers
- Warranty returns for items not bought from ESP

Departmental Contact Information

ESP is split into multiple departments; their contact information is set out below.

Department	Telephone	Email
Sales	0330 2020118 option 1	sales@espprojects.co.uk
Technical Support	0330 2020118 option 2	support@espprojects.co.uk
Web Support	0330 2020118 option 3	websupport@espprojects.co.uk
Finance	0330 2020118 option 4	finance@espprojects.co.uk

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