

mySupport-in-a-Box

All Brands IT Products Warranty Service Upgrade
On-Site Service for In & Out-of-Warranty Products
Canada-wide Coverage including Replacement Parts

Service Calls Program providing Help-Desk & On-Site Service Everywhere in Canada

Extend Manufacturer Warranty Periods

Repair Items no longer under Manufacturer Warranty

Program can be applied to any IT Product so you decide what is Covered after it Breaks Down or Malfunctions

Rapid On-Site Service with 2 & 4 Hour Service Level Agreement (SLA) Coverage

Reduce Warranty Response Times

All Parts & Professional Time Included

Parts Included whether under Warranty or even if the Warranty has previously Expired

Use for:

Delivering Fast, Responsive Remedies for component malfunctions on mission-critical systems, including:

- All Brands of Computer/Network Hardware & Software
- Emergency Help-Desk Support
- All Parts Included
- 24x7 On-Site Service Calls & Repairs
- Reduce Warranty Response Times
- Provide Installation & Configuration Services
- Provide Cabling & Set-Up Deployment

How Does it Work?

mySupport-in-a-Box is sold in the form of Pre-Sold Services & Replacement Parts, delivered in a package similar in size and look to a retail software application box. Each unit contains a certain number of "Service Instances". Versions are available in the following increments and Suggested List Prices:

- | | |
|-------------------------|-------------|
| • 2 Service Instances | \$250.00 |
| • 5 Service Instances | \$595.00 |
| • 10 Service Instances | \$1,095.00 |
| • 25 Service Instances | \$2,695.00 |
| • 100 Service Instances | \$10,495.00 |

Service Instances Usage Consumption Rates

Purchased available Service Instances can then be utilized when the need arises at the following usage consumption rates:

- Help-Desk Support Call 1 Instance
- Severity 1 Service Call 4 Instances
- Severity 2 Service Call 3 Instances
- Severity 3 Service Call 2 Instances
- Severity 4 Service Call 1 Instance
- Out-of-Warranty Additional Premium 1 Instance
- Standard On-Site Service Call In-Warranty (All Necessary Parts Included) 2 Instances
- Installation & Configuration See Guide
- Cabling & Set-Up Deployment See Guide

See the intelliNet documents **Service Level Agreement (SLA) Severity Levels** and **mySupport-in-a-Box Terms & Conditions Guide** for detailed definitions of the above Service Calls.

Key Benefits of mySupport-in-a-Box

There are numerous benefits to mySupport-in-a-Box over conventional Manufacturer Warranty Programs, Extended Warranty Programs and Third-Party Service Programs. These include:

One Modest Single Purchase Provides Rapid On-Site Remedial Service for Whatever Component Ends Up Failing or Malfunctioning

To cover the myriad of hardware and software products that make up today's varied systems, comprehensive coverage used to only be available through an array of Extended Manufacturer Warranty Programs, Service Contracts and other creative Self-Managed Spares Units approaches.

Inevitably, a problem with one Brand of Laser Printer where you have paid for Extended On-Site Warranty Coverage malfunctions, but it turns out that when the Technician comes On-Site, it is actually the other Brand of PC causing the problem. With the delay already incurred, the process of starting a new call with the included On-Site Warranty for the PC starts. Once that Technician arrives, he is able to isolate the problem to your different brand of Network Switch. The Switch has a three-year Warranty, but no On-Site coverage but they will replace it within 48 hours, or in some cases within weeks, for a very significant fee. With more time transpired now, aggravation levels are high. You might as well just purchase another new Network Switch, but then who is going to configure it and how long will that take?

With mySupport-in-a-Box, not only would all of this have been remedied in a Single Service Call, but the costs would have been a tiny fraction of the prices paid for multiple Manufacturer Extended Warranties, built in On-Site Warranties into the product purchase prices, limited costs of downtime, inoperability and no time spent managing the process nor incurring the related aggravation.

Now with mySupport-in-a-Box, since it can be applied to any IT product, both those In & Out-of-Warranty, a single modest purchase looks after your next service issue.

Replacement Parts under Warranty are Provided

For Service Calls on items that are under Manufacturer's Warranty Coverage, there is often a short wait, and all too often a lengthy wait, for repair or replacement. With mySupport-in-a-Box, you are advanced the replacement component to get you back up and running right away. intelliNet then waits for the replacement stock to replenish our inventory while you are already back up and running. Best of all, it is all included as a standard feature and benefit of mySupport-in-a-Box. Out-of-Warranty Parts Replacement is also provided immediately.

Coast to Coast Coverage

Whether you are in downtown Montreal, Red Deer, Victoria or Halifax, there is an intelliNet Field Service Technician close to you. With over 284 Field Service Personnel throughout Canada, we will be there, fast. See our published list of Service Dispatch Locations across Canada.

Well Trained & Experienced Technicians

Our personnel are well steeped in virtually all hardware and software components. Field Service Personnel are also supported from the intelliNet Call Centre where our Network Engineers work in the background and liaise with our Field Service Technicians to get you back up and running on the most expeditious basis possible.

Quality Delivery through Decades of Experience & the Deployment of Industry Best Practices

The mySupport-in-a-Box Management Team has been providing comprehensive On-Site IT Services throughout Canada for over the past two decades. Comprised of industry veterans, the company has and continues to use accepted Industry Best Practices based upon the Information Technology Industry Library (ITIL) and related endorsed leading edge software tools, methodologies & Knowledge Bases in the areas of Service Management and Service Delivery. This includes membership and participation in:

- **itSMF** The Information Technology Service Management Forum of Canada
- **HDI** The Help-Desk Institute

Available from Leading Computer Industry Resellers, Software Vendors & Systems Integration Organizations

mySupport-in-a-Box provided IT infrastructure support is usually sold by computer industry Resellers or your Systems Provider. intelliNet works in partnership with the Resellers & System Providers delivering the On-Site Service required to support the Hardware & Software provided by them. Contact your Reseller or Systems Provider today to obtain intelliNet mySupport-in-a-Box.