

eServices For You

Server/Workstation/Network Maintenance Agreement



Our Commitment to You, the client:

We at eServices For You are committed to providing the client with the best possible service so that you can concentrate on your job and growing your business like you want to.

We do this by concentrating on your needs, not ours. We listen by giving you our undivided attention so that we understand your needs and how we can help and improve on those. Without you, we do not exist.

We commit to serve you in the following ways:

Perform the following general OS maintenance items as per the contract:

- ✓ **Review and clear the event logs. This includes correcting errors and researching and documenting issues noted.**
- ✓ **Review all drives for errors and capacity.**
- ✓ **File and Directory clean up as needed.**
- ✓ **Defragment all drives.**
- ✓ **Establish and perform periodic Performance traces.**
- ✓ **Review available updates and apply as appropriate, including service packs. This includes performing normal procedures such as backups and restarts as needed to apply such updates and/or service packs.**
- ✓ **Ensure scheduled backups are occurring, including configuring, testing, verifying or updating them as needed. (Creation of backups is covered under the initial setup phase of the maintenance contract.)**
- ✓ **Documenting all work.**
- ✓ **Make recommendations as needed.**

Attend to your needs, questions and issues with professionalism, curtsey and timeliness.

What we ask of you:

Provide us with copies all 3rd party documentation that relate to items we are providing maintenance on. (Example; ISP configurations, printer support information, software license and support information.) This helps us to provide timely resolution for any issue that may arise (including research) and allowing us to coordinate support with those 3rd parties if is needed.

Inform us of any changes or additions you make to systems or networks that we are providing maintenance on as soon as possible so that we can update our records accordingly and make any adjustments necessary.

Coordinate a schedule with us to perform the periodic maintenance.

Thank you for your understanding and support and allowing us to service you.