

DaaS Services

Windows Support & Lifecycle Management

❑ DaaS Field Service Technician Network

- Join Network
- Expand Geographical Footprint via Network

❑ Support Built-In to Program

- US-Based Technical Help Desk
- On-Site Next Business Day Support
- Parts & Labor



Toll Free Hotline

Repairs/Swap

Replacement
Parts

Break & Fix

Off-Site
Repair

Device
Replacement

DaaS Technical Support Center
24/7/365

DaaS Field Engineer
On-Site Next Business Day

DaaS Repair Depot
Off-Site 5-Business Days

Level 1 Support

Level 2 Support

Windows OS Device Help Desk Support

Including but not limited to Windows Desktops, Laptops & Tablets

Troubleshooting –
via Phone Support & Client Initiated
Remote Access & Control

- Diagnosing hardware, troubleshooting OS errors, and default personalization settings
- Diagnosing computer boot up problems
- Troubleshooting and solving business related software problems. *Excluding video, music and game software.*
 - *Not to exceed (30) minutes; After 30 minutes, customer referred to VAR*
- Recovering via manufacturer recovery disk or partition

Peripheral Support –
via Phone Support & Client Initiated
Remote Access & Control

- Assistance with connecting to smartphones, printers, USB, and Bluetooth
- Set up Bluetooth headset connection or pairing with a Bluetooth device
- Troubleshooting settings with touchscreens and touchpads

Network Connectivity –
via Phone Support & Client Initiated
Remote Access & Control

- Assistance with setup/configuration to existing working Wi-Fi network
- Assistance with troubleshooting and connecting to existing, known to be working, wired and wireless networks

Performance –
via Phone Support & Client Initiated
Remote Access & Control

- Assistance with using/configuring OS features
- Adjust settings to conserve battery power

Security –
via Phone Support & Client Initiated
Remote Access & Control

- Assistance with virus identification using security software native to the operating system supplied with the device.

Application Setup and Support –
via Phone Support & Client Initiated
Remote Access & Control

- Help with basic usage of OS software supplied with the device
- Assistance with first time setup and uploading photos to internet-based services specific to business requirements
- Support for problem backing up data to a local storage device
- Support for default browser configuration or functionality issues
- Support for issues accessing and using the Google Play Store, Apple App Store, or other app stores

Device Repair at No Additional Cost

(Hardware Failure & Non-Accidental Repairs)

Most hardware issues can be fixed using a standard replacement part. All parts and labor for hardware failures are included in your DaaS Subscription.



DaaS Technical Support Center – Level 1 Support

- Orders the required part(s) and ships overnight to your location
- Dispatches experienced DaaS Field Engineer
- ETA: Next Business Day – (Monday – Friday 8am-5pm local)

DaaS Field Engineer – Level 2 Support

- Arrives on-site to perform necessary repairs
- Your company's designated POC (Point of Contact) should coordinate with technician to advise location of device.
- Upon completion of on-site work, POC will need to sign-off to acknowledge completed services; this sign-off constitutes acceptance of on-site repair services.

DaaS Repair Depot – Level 2 Support

- Device may be shipped to the DaaS Repair Depot:
 - If it is determined that an on-site repair is not feasible
 - If the repairs needed are more than original assessment
- DaaS Depot Repair Team will perform work
 - Device will be returned to you within 5 business days of receipt

Terms, Conditions & Exclusions

- ▶ *Repair Services are for covered devices only, and excludes monitors and other peripherals.*
- ▶ *Loaner equipment is not available during Depot Repairs.*
- ▶ *Replacement parts used in the execution of Repair Services will be new or refurbished parts of equivalent quality.*
- ▶ *DaaS Technical Support will make every effort to save data residing on your machine. Some hardware failures may result in loss of data. We are not responsible in any way for data loss due to these types of failures.*
- ▶ *Service is for hardware maintenance only. Software support, firmware upgrades, restoration of data, installation of licensed software, and upgrades/installations/moves/adds/changes are outside the scope of this agreement.*
- ▶ *Scheduled preventative maintenance is excluded.*
- ▶ *Repair timelines are valid for hardware originating within the continental United States only; Shipments to and from Alaska, Hawaii, Puerto Rico, and other non-continental locations may require additional time for shipping.*

Other program eligibility requirements, restrictions and/or exclusions may apply.



Leveraging DaaS Subscription

- ❑ Level 1 – Technical Support Center
 - 24/7x365
- ❑ Level 2 – Field Service Technical Support
 - Next Business Day On-site
 - Repair Depot

White Glove Services/A La Carte

Imaging and Configuration Services

- i.e.: asset tagging, configuration, and imaging services
- Images not to exceed 20 GB (compressed).
- Services performed prior to the devices shipping to you.

On-Site Deployment & Decommissioning

Deployment:

- DaaS Field Technician(s) to arrive on-site and identify themselves as "DaaS Tech Support".
- Your Company's specified point-of-contact (POC) will need to coordinate with the DaaS Technician to locate the hardware and the applicable workspaces.
- The DaaS Technician will confirm inventory matches the order, unpack hardware, and place device at designated workspace(s).
- The DaaS Technician will also connect power and data cables, peripherals (monitor, mouse, keyboard), and power on the device to confirm network connectivity.
- Your Company's POC will need to advise DaaS Technician whether the Device packaging is to be:
 - Retained on-site, and if so the location of such
 - Disposed of, and if so the location of disposal area

Once On-Site Deployment has been completed, the POC will need to sign-off to acknowledge completed services; this sign-off constitutes acceptance of on-site services by the Customer.

Decommissioning:

- DaaS Field Technician(s) to arrive on-site and identify themselves as "DaaS Tech Support".
- Your Company's specified point-of-contact (POC) will need to coordinate with the DaaS Technician to locate the hardware and the applicable workspaces.
- The DaaS Technician will confirm device inventory matches the original order, disconnect power and data cables, peripherals (monitor, mouse, keyboard), and repackage devices.
- Your Company's POC will need to advise DaaS Technician whether the Device packaging was:
 - Retained on-site, and if so the location of such
 - Disposed of, and if so the location of the packaging to be used.

Once On-Site Decommissioning has been completed, the POC will need to sign-off to acknowledge completed services; this sign-off constitutes acceptance of on-site services by the Customer.

Not Included with On-Site Deployment or On-Site Decommissioning:

- De-install or removal of existing hardware
- Data migration
- Device configuration
- Software installation
- Running data or electrical cable to or from desk area



Leveraging DaaS Subscription

White Glove Services / A La Carte

- Imaging and Configuration Services
- On-Site Deployment & Decommissioning

