



Software Support Services

From

Johnson Software Design Limited

Author: Philip Johnson,

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Executive Summary

This document outlines the services available from JSD:-

- Application Support
- Microsoft Office Support
- Windows Operating System Support

For smaller customers, we are your virtual IT department.

For companies that have their own IT staff, we complement and work with your existing staff working usually on a “Third line of support” basis.

The purpose of support for all users is to ensure maximum effectiveness of your IT systems at all times.

Services are usually offered on a yearly basis. A standard contract and service level agreement is available on request.

For further information please read on.



Support Services

Application Support

This covers software originally supplied by us.

Included

1. Unlimited telephone or email help and advice during office hours.
2. Bug fixes to all software provided by JSD (these are normally covered during user acceptance test only).
3. NEW – for users of our packaged software - free updates throughout the year.
4. A half day spent on site checking out the software installation, looking for problem areas, etc.
5. Access to JSD staff at half price (typically if we need to come on site for any reason).

Not covered

1. Software Enhancements.
2. Additional Training.

Software Enhancement Policy

This is at the sole discretion of JSD. All enhancements are considered by JSD and fall into one of the following categories:-

1. Of use to all customers of that package - FREE – to be included in due course in the free updates program.
2. Specific to one customer only – chargeable at the reduced rates.
3. Required absolutely urgently – negotiable depending on if 1 or 2 above applies.
4. Request is for large enhancement, for example a new system or sub-system – chargeable at the reduced rates.
5. This is not an enhancement, it's a bug and it will be fixed as part of support.



Microsoft Office Support

Included

1. Unlimited telephone or email help and advice on all Microsoft Office programs during office hours.
2. Advice on office service packs and versions.
3. Additional training available at half our usual rates.
4. Background study on best practices, i.e. understanding what you are trying to achieve in general and advising on the best way of doing this from an operational and business perspective.

Windows Operating System Support

Included

1. We take responsibility for the smooth running of your PC's. This includes a site survey at the beginning with advice on correct installation.
2. All new PC's can be installed by us, free of charge (we supply hardware at near cost prices as well when required), or at least installed in accordance with JSD standards to ensure performance and reliability (and inclusion under the support contract).
3. Recommendations on what hardware and software to purchase.
4. Servers: Windows 2000, 2003, Small Business Server 2003, Linux, SQL/Server 7 onwards, and Oracle 6 onwards can be covered.
5. Server Operating system installation at half our usual rates.
6. Advice (and responsibility for) backups and disaster recovery (disasters chargeable at half our usual rates).
7. Responsibility for performance and disk space management.
8. Unlimited telephone or email help and advice during office hours on all operating system issues (additional hours available on request).
9. Advice on Windows service packs and versions.
10. Additional training available at half our usual rates.
11. Background study on best practices, i.e. understanding what you are trying to achieve in general and advising on the best way of doing this from an operational and business perspective.



Other Services

For more information on any of our products and services please visit our web site, www.johnsonsoftwaredesign.co.uk

Additional Training

Training at your site or ours, customised to your individual requirements.

Tailor Made Software

Tailor made software can give your business that competitive edge in terms of overall performance and costs.

JSD specialises in database applications, in fact any application that needs to store information.

We use industry standard software and best practice techniques from our 60 plus years of experience, to give you quality software and documentation that develops with you.

Web Sites

We can provide and maintain all types of sites from simple static “corporate presence” to dynamic database driven sites that integrate with your business processes.

Further Information

Prices are based on the number of PC's, number of servers, and services you require.

For further information including prices of these services please contact:

Philip Johnson
Director
Johnson Software Design Limited

Email: philip_johnson@johnsonsoftwaredesign.co.uk

Web site: www.johnsonsoftwaredesign.co.uk