

RM Support Services

With an award-winning RM support service your options don't just include speaking to skilled support engineers, but also Support Online, a well-stocked Knowledge Library, RM Communities, an email bulletin service, Technical Seminars and more.

Why choose RM as your support partner?

As well as having access to expert advice when you need it, as a support service customer you can:

- avoid network downtime by keeping your network protected with the latest security fixes
- use our online Knowledge Library around the clock to find answers to your technical questions
- network with hundreds of like-minded ICT managers on RM Communities
- continue your professional development by attending RM Technical Seminars
- avoid expensive engineer call out charges by speaking to our experts first
- save time finding solutions by sharing your technical challenges with RM support staff

Our commitment to you

As your support partner we want you to have a positive experience of using the service each time you contact us. To help us deliver consistently good service we aim to live up to the following commitments:

- to respond to initial enquiries made via Support Online within four working hours and to then provide daily updates
- to answer telephone calls made to our support helpdesk within two minutes
- to put you in contact with an appropriately skilled engineer with no more than one call transfer
- to capture your details quickly and avoid asking you to repeat basic information
- to give clear instructions and advice in plain English, avoiding technical jargon where possible
- to always agree next steps with you and keep you informed of the progress of your enquiries

Services to suit everyone

We provide fixed-price annual support contracts for your peace of mind. These give you unlimited access to our support resources with no hidden extra charges. Support contracts and prices vary depending on the size of your network and the services that you require.

The support contracts available for single-server networks are described in the table below.

Feature	Description	Network Support	Entry Level Support	Software Maintenance
Software Maintenance	Keeping your network current with software updates and the latest Service Releases.	✓	✓	✓
Knowledge Library	Giving you access to technical documents, frequently asked questions and white papers.	✓	✓	✓
Email bulletin service	Keep informed of issues and news that affects you by subscribing to a choice of email bulletins.	✓	✓	✓
Support Online	Giving you the flexibility to manage your support calls via the Internet.	✓	✓	
Telephone helpdesk	Seek advice from RM support staff between 8am and 6pm Monday to Friday.	✓	✓	
RM Communities	Gain online help and advice by sharing experiences with your peers on RM Communities	✓		
Network Support Bulletin	A technical magazine written by RM support staff for ICT managers using RM networks.	Two per annum		
Technical Seminars	Continue your professional development with events to help you refresh your ICT skills and knowledge.	Three tickets per annum		



Support for multiple server networks

You can extend your first server support contract to cover additional servers on your network by adding either Additional Server Support, for extra domain controllers on the network, or Member Server Support, for discrete application servers such as Management Information Systems, Dedicated Advanced Multimedia, Microsoft® Proxy Servers or Microsoft Exchange Server.

Enhancing your support service

For an even higher level of support, we offer an Enhanced Support Service. This adds:

- Fast-track access to our team of senior support consultants for expert advice on topics including bespoke configuration for RM networks, using advanced Microsoft® Exchange features and server technologies.
- A named Service Manager who will act as a single point of contact for escalation of high priority service requests and coordination of on-site engineer days.
- One on-site engineer visits per annum.
- One Service Review per annum.
- Four additional seminar places per annum.

Please note: Enhanced support must be purchased in addition to Network Support.

Additional Support Options

If you want an extra helping hand, you may like to consider the following new services:

RM Remote Detective – this add-on service for your Community Connect Support contract can provide remote diagnostics for each of your network support calls. This is a new service designed to speed up call resolution and give you more time to develop your network. For more information, please look at www.rm.com/remotedetective

Network Checks – how long does it take you to complete the essential daily checks on your network? This new add-on service will check backup success, anti-virus definitions, unauthorised admin accounts and server hard disk space. This is completed every morning before you arrive at work and each success or failure is logged. For more information, please look at www.rm.com/networkchecks

Pricing

Enhanced Support		£3,022 per annum
Network Support		£2,123 per annum
Entry Level Support		£1,407 per annum
Software Maintenance	Primary Schools or Secondary Schools	£284 per annum £682 per annum
Member Server Support per site		£336 per annum
Additional Server Support		£671 per annum
Network Health Check		£812 per check
Planned Engineer Visit		£789 per day
Rapid Response Day		£894 per day

For full Terms and Conditions, please go to <http://www.rm.com/support/ServiceOfferings.asp>

RM recommends Windows Vista™ for Business.



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