Toucan Support Agreement

Many institutions now have very complex IT systems that are relatively easy to manage on a daily basis, but can be very complicated to alter or update.

Toucan Computing is pleased to offer this support agreement which covers the following over one year:

- two or three days on-site support from a trained and qualified engineer who has been DBS checked;
- telephone and email support with up to two named contacts;
- remote server administration, where this is possible.

In order to keep the agreement easy for all to monitor, please note the following points:

- technical support provided via telephone and remote access is recorded on our web based eSupport system;
- this time is recorded and deducted from the number of support days purchased.

The on-site time can be used for a wide variety of tasks, including:

- upgrading the system;
- installing new software or extra hardware;
- general fault fixing / maintenance support;
- technical training.

It is anticipated these days will be booked 5 - 10 days in advance and it is assumed that:

- a school member of staff with sufficient knowledge will be available at the start and end of the session;
- a list of anticipated tasks / activities will have been emailed to Toucan before the visit.

This is our standard support agreement and as such is neither an emergency support contract nor a managed service contract; also, it is not a hardware repair contract. (Toucan Computing, however, can develop a bespoke agreement if these services are required).

When a server critical issue occurs, Toucan Computing will make reasonable endeavours to make this response a priority. During our busiest periods, however, there may be a delay if an on-site visit is required to fix the emergency.

This agreement has an insurance element included and unused time is lost once the agreement has expired. We do, however, allow users to carry over one day of unused time for up to 30 days after the expiry date.

Toucan Computing is proud to have some of the most capable and experienced (and friendly) engineers in the Apple and Google arena who have seen and solved most challenges. However, we cannot guarantee to solve all software issues, especially those arising from product shortcomings e.g. software bugs.