



Computer systems play a critical role in virtually all aspects of business today. Think about it - how would your business be affected by a technical failure? The reliability of systems has undeniably improved but problems still occur and the cost of downtime is increasingly prohibitive. Rubicon Workflow Solutions (RWS) offer a range of maintenance support solutions with guaranteed service level agreements to provide your business with the highest level of protection at all times.

**PROTECTION & PEACE OF MIND**

Our CORE4 and CORE8 maintenance support solutions have been designed to provide your business with complete protection and peace of mind. Both solutions offer a comprehensive level of cover with guaranteed response times to ensure any downtime is kept to a minimum.

**CORE4 or CORE8 hardware support solution**

- guaranteed response within four or eight hours
- all parts required
- all labour and travelling costs
- guaranteed loan equipment
- priority telephone support for the operating system

In addition to this RWS can provide upgrades to provide customers with increased service levels. These include:

**eCTRL4 or eCTRL8 software support solution**

- On site support for OS and mainstream applications
- Remote monitoring and administration for work stations and servers

**Scheduled on-site visits**

- We also offer scheduled on site visits at a discounted rate to our maintenance customers. These visits can be used for any purpose such as training, hardware & software audits, system updates or other.

**COST EFFECTIVE**

The cost of a maintenance support contract is probably less than you think. Our average annual contract costs approximately £11.24 a day with most customers opting for hardware and software support.

**BENEFITS TO YOU**

- Priority telephone support from an Apple authorised engineer (we endeavour to return all calls within 30 minutes of a call being logged)
- Peace of mind with guaranteed on site response times
- Replacement equipment if we are unable to repair
- Software and Mac OS support option
- Remote management to ensure minimum downtime
- Preventive maintenance option to help prevent problems occurring
- Flexible payment terms: monthly, quarterly or annually
- Mac workstations purchased from RWS are added at no cost

**NEXT STEP**

To ensure your company has the right maintenance support agreement we have to understand your IT systems; its strengths and weaknesses. Only then can we put together a fully tailored maintenance support proposal that fits your requirements.

