

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

WHO IS ESSINTIAL?

Privately owned, Essintial is a national provider of IT infrastructure services and support solutions, providing nationwide next-day service and same-day service to 30,000+ locations, while completing more than 25,000 service incidents per month. As one of the largest U.S. Independent Service Organizations (ISOs) with expertise across a wide range of industries, Essintial is a leading provider of both single implementation and upgrade projects that help enterprises maximize technology availability as the most efficient costs.

ESSINTIAL MISSION & VALUES

We are committed to providing flexible, high-quality solutions to customers seeking to optimize their information technology infrastructure support. Using cutting-edge tool sets, analytics, processes, and service delivery methodologies, it is our mission to provide customers the options and solutions they need to make smart decisions in an ever-changing technology landscape.

Quality

An extreme focus on quality of our team, our work and our words

Customer-First

Create an environment that nurtures an extreme focus on customers

Partnership

Promote open lines of communication within Essintial for a successful partnership

Flexibility

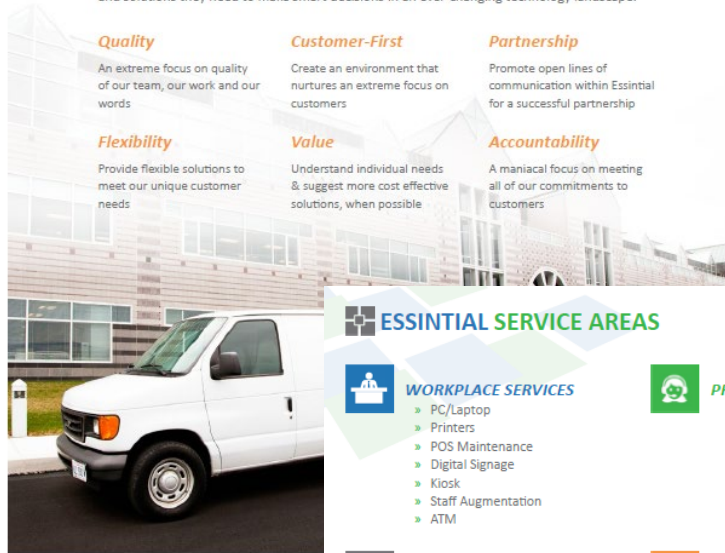
Provide flexible solutions to meet our unique customer needs

Value

Understand individual needs & suggest more cost effective solutions, when possible

Accountability

A maniacal focus on meeting all of our commitments to customers



ESSINTIAL SERVICE AREAS



WORKPLACE SERVICES

- » PC/Laptop
- » Printers
- » POS Maintenance
- » Digital Signage
- » Kiosk
- » Staff Augmentation
- » ATM



PROFESSIONAL SERVICES

- » Projects & deployments
- » Managed WorkForce® Consulting
- » Service Desk
- » Disaster/IT Recovery



DATA CENTER SERVICES

- » Router/switch configs & upgrades
- » Relocations & removals
- » Onsite & offsite repair
- » International support
- » Inventory management
- » Disposal/recycling/resale
- » OEM warranty/out-of-warranty



NETWORK SERVICES

- » LAN
- » WAN
- » VOIP
- » Cabling
- » Switches, routers & firewalls
- » Internet of Things (IoT)



PRODUCT & LOGISTICS SERVICES

- » Service depot
- » Forward stocking
- » Inventory management
- » Warranty management
- » Freight & logistics management

DaaS Field Service Technician: Reseller Application to Join Network

Reseller dispatched for on-site technical support as part of DaaS Program

- Paid per claim
- Parts shipped to location

Technical Capabilities

An expert technical support agent is available to assist with troubleshooting, parts replacement and software support

Please indicate your technical capabilities by checking box (Yes) or (No).

Service Partner Network Application

Company Information

Full Name / Business Name	
Federal Tax ID or SS#	
Primary Contact Name	
Primary Contact Phone(s)	Office: _____ Cell: _____
After-hours phone number	
Fax	
Other contact number(s) (toll-free, etc.)	
Mailing Address (full street address, city, state, & zip)	
Payment Address (if different than above)	
Travel Radius (in miles)	
Total Number of Technicians	

24 x 7 Availability

You must have an after-hours phone number and e-mail capability for this program.

	Yes	No
Are you available for after-hours, weekend and/or holiday calls?	<input type="checkbox"/>	<input type="checkbox"/>

Code	SKILL	Yes	No
BAR	BARCODE PRINTER SKILLS		
BNS	BASIC NETWORKING SKILLS		
BPC	BASIC PC SKILLS		
BPT	BASIC PRINTER SKILLS		
BSS	BASIC SIMPLE SWAP		
CBL	CABLING		
IMF	IBM MAINFRAMES (TERMINALS, PTR)		
KIO	KIOSK EXPERIENCED		
LAP	LAPTOP SKILLS		
LNK	LINUX SKILLS		
MCS	MCSE CERTIFIED CE		
MFP	MULTI-FUNCTION PRINTER		
MRS	MID-RANGE SYSTEMS		
NET	ADVANCED NETWORK SKILLS		
NSE	NETWORK & SYSTEMS ENGINEER		
PHS	PRINTER - HIGH SPEED		
PLT	ADVANCED PLOTTER SKILLS		
POS	POINT OF SALE DEVICES		
SCN	SCANNER, IMAGING UNITS		
SIL	LARGE STK AND IBM TAPE LIBRARY SILOS		
SRV	ADVANCED SERVER SKILLS		
STK	STORAGETEK REPAIR SKILLS		
SUN	SUN MICROSYSTEMS DEVICES		
TEL	TELEPHONY		
TPC	TABLET PC REPAIR SKILLS		
TYP	TYPEWRITER REPAIR SKILLS		
UNX	UNIX OS SKILLS		
UPS	UNINTERRUPTABLE POWER SUPPLIES		
WAM	WEIGHTS AND MEASURES CERTIFIED		