

Support Plans

| |  SILVER |  GOLD |  PLATINUM | |
|---|---|--|--|-----------------------------------|
| | Included with  | Included with Devices for Teams | Optional | |
| Unlimited UK Remote Technical Support | ✓ | ✓ | ✓ | |
| 3 Year Hardware Warranty (This warranty is inclusive of all parts and labour. If your machine is faulty we offer, at no cost, a 'Collect and Return' service; whereby our courier will be sent in the next day after a fault has been reported and will return the equipment to us for repair. *For devices not supplied by HardSoft or devices over 4years, Hardware cover is not included) | ✓ | ✓ | ✓ | |
| Loan Device (While your device is being repaired) | ✓ | ✓ | ✓ | |
| Ticket Based Helpdesk (Technical support by emailing support@hardsoft.co.uk M-F 9am to 5:30pm) | ✓ | ✓ | ✓ | |
| Access To Online Support Portal (24hr access to our online knowledge base and support portal) | ✓ | ✓ | ✓ | |
| Support Incident Response SLA (Technical Support Response time for incidents via our ticket system) | 1 Hour | 1 Hour | 30 Mins | |
| Apple Business Manager (Manage your organisation's devices, apps, and accounts) | ✓ | ✓ | ✓ | |
| MDM Device Management Setup (Help from our Solutions Team to setup your Mobile Device Management solution to automate one touch deployment) | Optional | ✓ | ✓ | |
| Access To Solutions Mentors (Our Solutions engineers can help answer your burning strategic or IT project questions) | - | ✓ | ✓ | |
| Annual Onsite Visit (Book a HardSoft engineer to attend 1 day onsite per year at your office) | - | ✓ | ✓ | |
| Pre-Configured Devices (Before we ship your new devices we can pre-configure any software or enroll into your MDM solution before the users receives their new device) | - | ✓ | ✓ | |
| Remote Consultancy Hours (Book a one to one consultancy session with one of our Solutions Team) | - | Optional | 5 Hours per Month | |
| Sophos Central Anti-Virus (Sophos Central Anti Virus and Ransomware Solutions to protect your devices : LINK to Sophos page) | Optional | Optional | Optional | |
| Ongoing MDM Device Management Support (Ongoing support from our Solutions Team to setup and manage your Mobile Device Management solution - JamF or Intune. Included with MDM licenses) | Optional | Optional | ✓ | |
| Boomerang - Lifecycle Management (Recycle your existing devices and give to new starters, we can collect wipe and provision the device before shipping to the new user directly) | - | Optional | ✓ | |
| User Cloud Backup Solution (500gb of Cloud backup storage via LiveDrive for your users) | - | - | ✓ | |
| Quarterly Strategic Security Review (One of our strategists will review your device security and provide advice) | - | - | ✓ | |
| Quarterly Activity Reporting (One of our strategists will analyse your ticket history and advise) | - | - | ✓ | |
| | Included FREE with  | Included FREE with Devices for Teams | Under 50 users Optional Upgrade | Over 50 users Optional Upgrade |