

# Support Plans

	 <b>SILVER</b>	 <b>GOLD</b>	 <b>PLATINUM</b>	
	Included with <b>flexi lease</b> pure rental	Included with <b>Devices for Teams</b>	Optional	
<b>Unlimited UK Remote Technical Support</b>	✓	✓	✓	
<b>3 Year Hardware Warranty</b> (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)	✓	✓	✓	
<b>Loan Device</b> (While your device is being repaired)	✓	✓	✓	
<b>Ticket Based Helpdesk</b> (Technical support by emailing support@hardsoft.co.uk M-F 9am to 5:30pm)	✓	✓	✓	
<b>Access To Online Support Portal</b> (24hr access to our online knowledge base and support portal)	✓	✓	✓	
<b>Support Incident Response SLA</b> (Technical Support Response time for incidents via our ticket system)	1 Hour	1 Hour	30 Mins	
<b>Apple Business Manager</b> (Manage your organisation's devices, apps, and accounts)	✓	✓	✓	
<b>MDM Device Management Setup</b> (Help from our Solutions Team to setup your Mobile Device Management solution to automate one touch deployment)	Optional	✓	✓	
<b>Access To Solutions Mentors</b> (Our Solutions engineers can help answer your burning strategic or IT project questions)	-	✓	✓	
<b>Annual Onsite Visit</b> (Book a HardSoft engineer to attend 1 day onsite per year at your office)	-	✓	✓	
<b>Pre-Configured Devices</b> (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)	-	✓	✓	
<b>Remote Consultancy Hours</b> (Book a one to one consultancy session with one of our Solutions Team)	-	Optional	5 Hours per Month	
<b>Sophos Central Anti-Virus</b> (Sophos Central Anti Virus and Ransomware Solutions to protect your devices : <a href="#">LINK to Sophos page</a> )	Optional	Optional	Optional	
<b>Ongoing MDM Device Management Support</b> (Ongoing support from our Solutions Team to setup and manage your Mobile Device Management solution - JamF or Intune. Included with MDM licenses)	Optional	Optional	✓	
<b>Lifecycle Management</b> (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	✓	
<b>User Cloud Backup Solution</b> (500gb of Cloud backup storage via LiveDrive for your users)	-	-	✓	
<b>Quarterly Statagic Security Review</b> (One of our strategists will review your device security and provide advice)	-	-	✓	
<b>Quarterly Activity Reporting</b> (One of our strategists will analyse your ticket history and advise)	-	-	✓	
	Included FREE with <b>flexi lease</b> pure rental	Included FREE with <b>Devices for Teams</b>	Under 50 users Optional Upgrade	Over 50 users Optional Upgrade