

# A Service Level Agreement Offer

For

Curriculum Support Only

## AD-HOC Technical Support in Education



For Schools in London

as provided by

**Trusol Limited**

**Terms and Conditions of this Contractual Service Level Agreement (SLA)**

This contractual SLA has been made between the Governing Body of the School (the Client) and Trusol Limited (the Service Provider).

Due to the nature of this particular SLA, there is no term of contract associated with the delivery period of the technical support visits. However, any unclaimed support hours will expire on 31<sup>st</sup> December 2012.

This Service Level Agreement has been offered in order that the school may request technical support with associated advice and consultancy through a single point of contact.

**Services Provided as Part of the SLA.**

This Ad-Hoc Service Level Agreement is provided for Secondary Schools or Colleges of Higher Education who may need to call on the expertise or resource of a Trusol technician during busy periods or to cover permanent staff members at times of annual leave.

This SLA is offered in pre-paid blocks of 4 hour on-site support visits which will be booked in advance of the requirement by the school or college.

Session bookings are available in multiples of 5 blocks, allowing up to 20 hours of on site support to be available to any school or college as part of the entry level offer and 40 hours of on site support for the advanced level offer.

The school or college will also have access to consultancy, telephone support and 1<sup>st</sup> line product support as part of the SLA.

**Services Outside of the SLA.**

Trusol are able to offer full or part assistance with the following additional services:

- Website Design and Development.
- Network Infrastructure – Cabling and Proof of Conformance.
- ICT Classroom Design and Build.
- Additional Technical Support and Consultancy.
- The installation for interactive whiteboard and projection services.
- The installation for Video Conferencing systems.
- The installation for IP monitoring and surveillance systems.

These services are charged additionally to those listed above and within the SLA.

## **Client Responsibilities**

To ensure that the service is provided in accordance with the terms of this agreement, it is vital that the client provides the following:

- To nominate a person as a main point of contact for ICT related error reporting.
- To ensure that the Technical Support progress forms are completed and authorised on each day of engineering attendance.
- ***To give a period of notice of at least 5 working days where a booking of a single or multiple session is required***
- Ensure that their school has an internet service provided by a broadband connection to allow efficient and effective remote support for Curriculum network components.

## **Quality and Review**

In order to monitor work completed during the technical support visits, an evaluation form will be provided to the school for inclusion into the technical support on site log. This form will highlight the date of technical support provided, along with the duties completed during that visit along with any outstanding issues.

End of term statements will also be issued to each school identifying the work that has been completed since the start of the contract and a balance of remaining hours available as part of the annual SLA.

As part of the ongoing quality assurance programme, the work of the Trusol team can be reviewed or fed back to members of senior management. The full contact details are listed further in this document.

## **Service Level Agreement Offers**

### **Curriculum Only Support**

#### **Entry Level Ad-Hoc Block Booking**

This level of technical support provides your school or college with 20 hours of on site technical support which can be called off in 5 sessions, each session comprising a 4 hour visit.

5 working days notice will be required in order to confirm a booking through this Ad-Hoc arrangement.

#### **Advanced Level Ad-Hoc Block Booking**

This level of technical support provides your school or college with 40 hours of on site technical support which can be called off in 10 sessions, each session comprising a 4 hour visit.

5 working days notice will be required in order to confirm a booking through this Ad-Hoc arrangement.

## **PRICING**

Contact TRUSOL on 08456 121222 for information of pricing

## **HELPDESK SUPPORT**

The education Technical Support Service is available from 8:30 to 4:30 Monday to Friday. The contact numbers are **08456 121222** or **08456 121223**.

**Resolving Disagreements**

Any concerns or complaints about the level of service provided to schools as part of this SLA can be made to the following senior management personnel.

**Michelle Franklin  
Services Manager**

Trusol Ltd  
Unit 3 Mill Farm Business Park  
Millfield Road  
Hounslow  
TW4 5PY

Tel: 08456 121222  
Email: [michelle@trusol.com](mailto:michelle@trusol.com)

**Neil Goodhead  
Managing Director**

Trusol Ltd  
Unit 3 Mill Farm Business Park  
Millfield Road  
Hanworth  
Hounslow  
Middlesex  
TW4 5PY

Tel: 08456 121222  
Mob: 07765 240319  
Email: [neilgoodhead@trusol.com](mailto:neilgoodhead@trusol.com)

**ANNUAL SLA REGISTRATION FORM**

Name of School:.....

School Address:.....

.....  
.....

Head Teacher: .....

School Contact:.....

School Tel #: .....

School Fax # .....

Email address: .....

This contractual SLA has been made between the Governing Body of the School (the client) and Trusol Limited (the service provider).

Entry Level AD-HOC Support (5 sessions) Qty Required.....

Advanced Level AD-HOC Support (10 sessions) Qty Required.....

**Total Cost - £.....**

**These costs are subject to VAT at 15%**

Signed \_\_\_\_\_ Date \_\_\_\_\_  
On Behalf of the school

Signed \_\_\_\_\_ Date \_\_\_\_\_  
On Behalf of Trusol Ltd

Your school will be invoiced within 14 days of receiving this completed SLA application and payments are required in full within 30 days from date of invoice.

---

For Trusol Office Use Only:

SLA Reference Number \_\_\_\_\_ Date \_\_\_\_\_

**Trusol Services Partnerships and Accreditations**



Trusol recommends Dell.

**Just Lamps**

The Projector Lamp Specialist

Obtains huge savings on RRP.



Great Savings on Caching and CD Servers.

**ramesys**

Educational prices for all software needs.



Resellers for Ranger software.  
Free installation for SLA clients.



Resellers and installers for Promethean.



Resellers and installers for Smart.



Resellers and installers for Polyvision.



Trusol supports SIMS through  
Hammersmith and Fulham LEA School  
Management Support Department.



Trusol support and recommend all the  
LGfL and Synetrix's products and services.

**Partnerships include the following**



Partnership with Ealing CLC  
providing network solutions to  
schools in West London.



Affiliated Technical Support Company