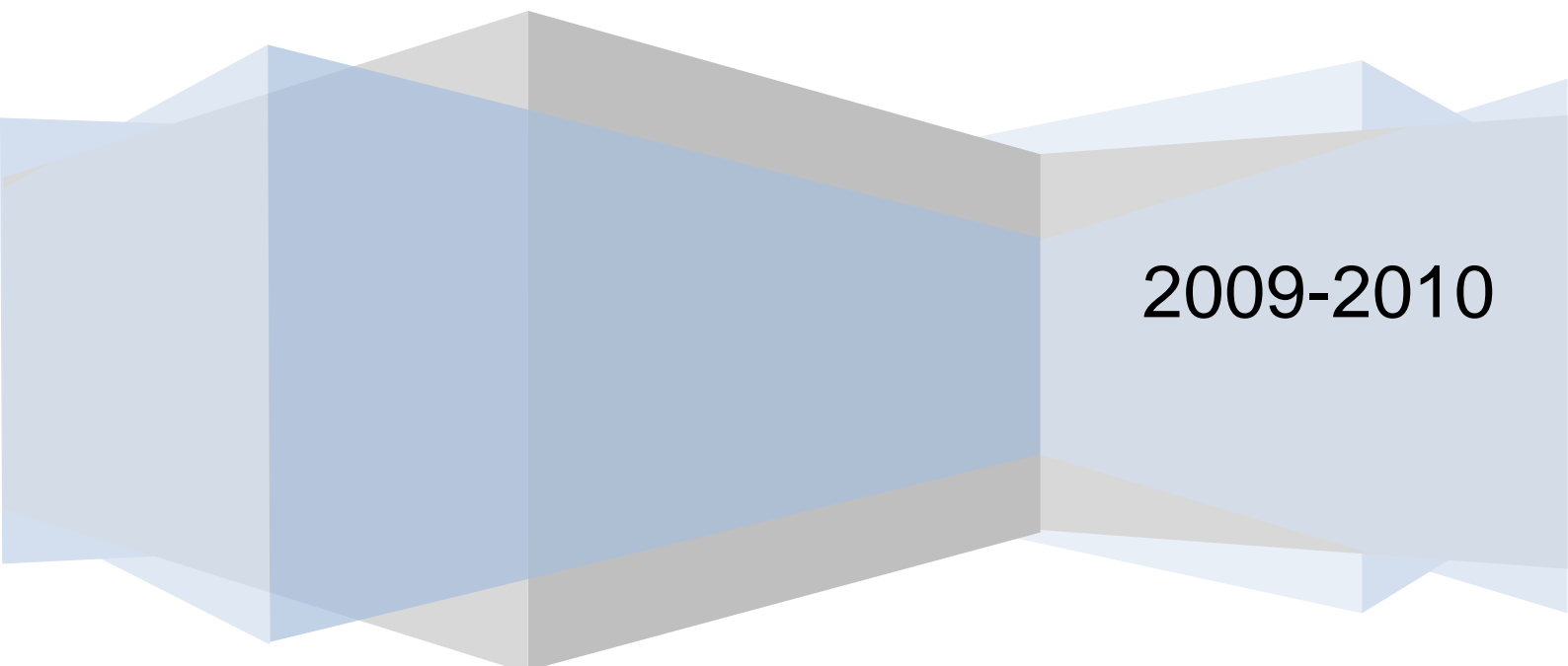


Gardner Systems plc

Tech-Time Plus and Tech-Time Advanced

Upgrades to Tech-Time Standard

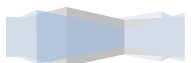
**Flexible maintenance, training and support contracts
with optional emergency call-outs**



2009-2010

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- Tech-Time Plus
- Tech-Time Advanced
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Tech-Time New Offerings

Gardner Systems has been delivering Technical solutions for over 25 years, so as part of our growing commitment we have developed the “Tech-Time Plus” and “Tech-Time Advanced” Service Levels.

Also new to Gardner System’s clients is our monthly payment scheme, so you can take advantage of these great new services and pay on an agreed monthly basis.

Gardner Systems has been able to offer these new services by working with our Technical Services partner Linetex. So what’s the difference between the standard Tech-Time scheme currently on offer and our new services?

Tech-Time Pay as you go

Gardner Systems understands that paying for services in one payment can be difficult to justify, so to help we can offer you a ‘Pay as you go’ scheme. This payment scheme is designed to help cover the cost of buying in technical services over an annual period.

We offer an agreed monthly payment term that will run for 12 month duration. During the course of the year the unexpected can happen but with pay as you go scheme this would allow you to book an engineer without worrying. If for any reason you need to top up your payments, we simply agree a new monthly rate to run for the remainder of year. Also any monies not used can be carried over to a new 12 month contract.

Available Services

All of the services available to you from:-

1. Tech-Time Standard
2. Tech-Time Plus
3. Tech-Time Advanced

are detailed in the Tech-Time Standard Part 1 brochure. If there are any services you require which are not detailed, please contact your Gardner Systems Account Manager who will be pleased to assist you.



Tech-Time Plus

The same services you receive with Tech-Time standard but with a next business day callout, (8 working hour response from time of the original call). Remote access on a Service Level Agreement (SLA) is also available. Evening and weekend cover is not provided with this service however by arrangement, you can be pre-book an engineer to attend site for evening and weekend work, but a pre-arranged schedule of works must be agreed prior to any work being undertaken.

Tech-Time Advanced

The same services as Standard and Tech-Time Plus but providing an out of hours and weekend call-out facility. This service is delivered by our Technical Services partner Linetex.

Tech-Time Plus and Advanced contracts are only available by taking up new and upgraded agreements for these services. They are not available to customers under standard Tech-Time contracts.

The matrix below outlines the service options for each of the of the Tech-Time schemes offered by Gardner Systems, a description of each is provided in the TechTime Standard document.

Service Matrix

Services	Standard	Plus	Advanced
Maintenance Options – Page 6	✓	✓	✓
Technical Assessment Options – Page 6	✓	✓	✓
Technical Support Options – Page 7	✓	✓	✓
Operations and Planning Options	✓	✓	✓
Training Options – Page 8	✓	✓	✓
Technical Sales Support Options	✓	✓	✓
Next Business Day (8 hour response after logging original call)	n/a	✓	✓
4 hour response after logging original call	n/a	n/a	✓
Weekend work	n/a	*✓	✓
Out of hours - SLA	n/a	**✓	✓
Out of hours 24 hour cover (includes Remote Access)	n/a	n/a	✓
Weekend or out of hours emergency remote access	n/a	n/a	✓

*✓ - Please note a minimum of 10 working days notice plus a scope meeting to agree the work to be completed.

**✓ Please note out of hours work can be arranged however for the Plus service this is with prior agreement of the engineer on-site.



The Tech-Time unit charge matrix below shows how each service option is charged.

Unit Charge Matrix (Unit Cost = £25.00)

Maintenance	Standard Units per hour	Plus Units per hour	Advanced Units per hour
Maintenance – Workshop repair	2	2	2
On-site (no SLA response)	3	3	3
8 hour response callout – 8 units Callout charge	n/a	3	3
4 hour response callout – 10 units callout charge	n/a	3	3
After Business hours and weekend – 5 units callout charge	n/a	n/a	4

Technical Support Standard Business Hours - Mon – Fri 9am – 5pm	Standard Units per hour	Plus Units per hour	Advanced Units per hour
Telephone/Remote Response – No SLA	3	3	3
On-site Response – No SLA	4	4	4
Engineer Callout (8 Hour SLA response) 8 Units Call Out Charge	n/a	4	4
Engineer Callout (4 Hour SLA response) 10 Units Call Out Charge	n/a	4	4



Technical Support After 5pm (not Weekends/Bank Holidays)	Standard Units per hour	Plus Units per hour	Advanced Units per hour
Telephone/Remote Response – No SLA	4	4	4
On-site Response – No SLA 8 Units call-out charge	6	6	6
Engineer Callout 8 Hour SLA response – 10 Units Call Out Charge	n/a	6	6
Engineer Callout 4 Hour SLA response – 12 Units Call Out Charge	n/a	6	6

Technical Support Weekends and Bank Holidays	Standard Units per hour	Plus Units per hour	Advanced Units per hour
Telephone/Remote Response – No SLA	6	6	6
On-site Response – No SLA 8 Units Call Out Charge	8	8	8
Engineer Callout 8 Hour SLA response – 12 Units	n/a	8	8
Engineer Callout 4 Hour SLA response – 14 Units Call Out Charge	n/a	8	8

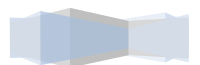


HOURS OF ENGINEERING COVER

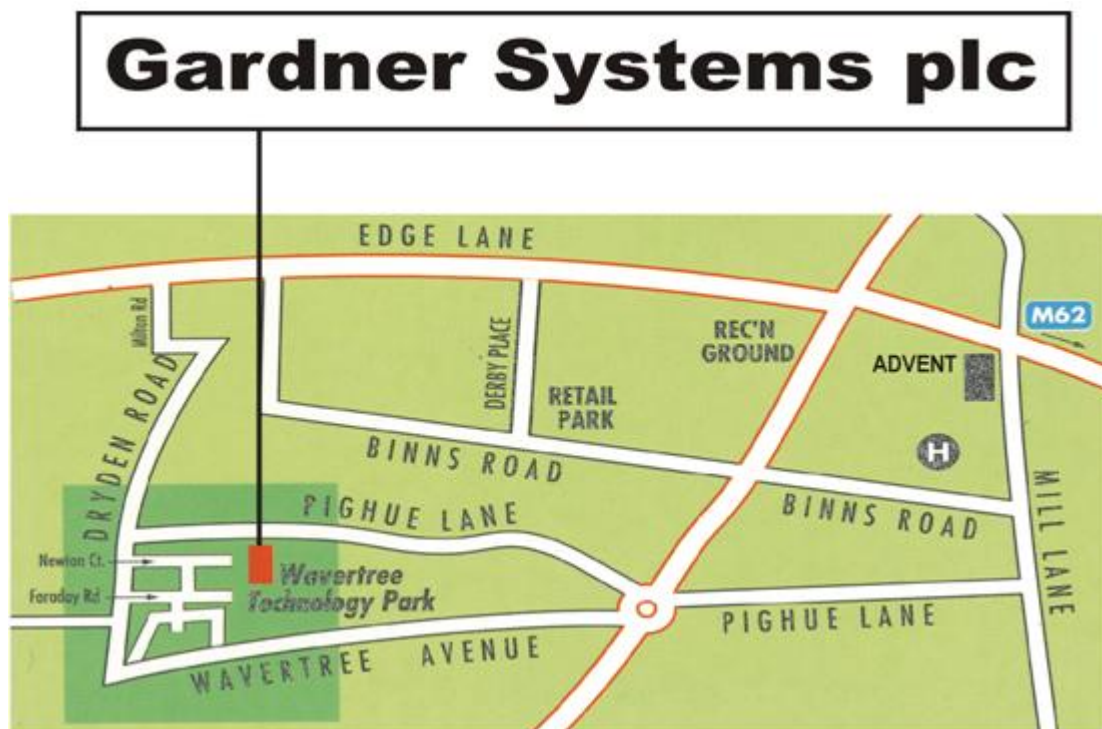
Monday/Friday	8.00 am – 8.00 pm
Saturday/Sunday/Bank Holidays	9.00 am – 5.00 am

CALL LOGGING

7 Day week	8.00 am – 8.00 pm
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News Letter.....



Directions to Wavertree Technology Park

Form Liverpool city centre:

Follow directions to Manchester M62. This will take you, eventually down Edge Lane. Turn right at the set of traffic lights AFTER McDonalds and just after Prince William Pottery. Continue down Rathbone Road, turn right at the roundabout and enter the Technology Park. Follow the road round and then turn first right into Faraday Road. Gardner Systems is easily found 100m on the left.

From the South, East and North via the motorway network:

Proceed to the end of the M62. Continue straight on, under the flyover and along Edge Lane. Turn left at the traffic lights immediately after the ADVANT VW dealership into Rathbone Road. Turn right at the roundabout and enter the Technology Park. Follow the road round and then turn first right into Faraday Road. Gardner Systems is easily found 100m on the left.



**Gardner Systems
1 Faraday Road
Wavertree Technology Park
Liverpool, L13 1EH**

**t: 0151 220 5552
f: 0151 220 5715**

**e: sales@gardnersystems.co.uk
e: events@gardnersystems.co.uk
w: www.gardnersystems.co.uk**

If you would like to request information or a briefing on any other IT related concern within your business then please feel free to contact us at any of the above location points.

It would help us to assist you if you can provide us with the following:-

1. Your name, title and company name.
2. A contact telephone number and/or email address
3. A brief description of your area of concern or interest.

