



System Maintenance

Packages & Support



01908 794 794
info@litenetuk.com
www.litenetuk.com

Proposal Outline

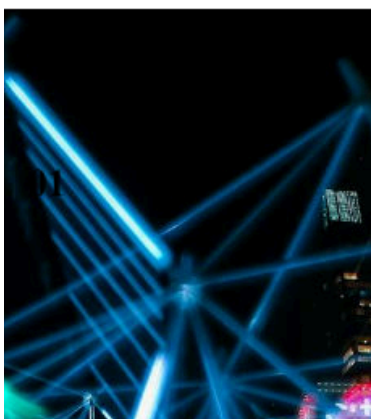
Introduction	01
Maintenance Services	02
Value Proposition	03
Engineering Rates	04
Certifications & Track Record	05
Pricing Table	06
Optional Add-ons	07
Terms & Conditions	08
Summary	09
Schedule of Equipment	10
Usage Terms	11-12

Introduction

Comprehensive Maintenance Solutions for Your Connectivity Infrastructure

Maintaining the reliability and performance of your connectivity systems and software is essential to ensuring uninterrupted operations. As equipment and software ages or initial warranties expire, proactive maintenance becomes critical to safeguard performance and minimise potential disruptions.

At Litenet, we provide tailored maintenance services designed to keep your systems operating at peak efficiency. Our vendor-agnostic approach ensures flexibility across diverse systems, including telephony platforms, structured cabling, and Wi-Fi networks. Whether maintaining legacy systems or supporting advanced technologies, our solutions are designed to meet your unique operational needs and support seamless connectivity across your organisation.



01908 794 794
@litenetuk.com
v.litenetuk.com

Maintenance Services

Preventative maintenance, troubleshooting and repair expertise are all part of our service.

01

01908 794 794
info@litenetuk.com
www.litenetuk.com

Preventative Maintenance

Software and firmware updates and full alarm monitoring.

Troubleshooting

Diagnosing and resolving equipment malfunctions quickly and efficiently.

Repair Services

Expert repair and replacement of components and system swap outs.

02



01908 794 794
info@litenetuk.com
www.litenetuk.com

Value Proposition

Why Choose Us

Our experienced team of technicians are

and effective maintenance solutions.

We utilise state-of-the-art technology and tools to ensure accurate diagnostics and repairs, maximising equipment lifespan and performance.

Our commitment to customer satisfaction drives us to provide transparent pricing, timely responses, and reliable service, making us your ideal maintenance partner.



Advanced
technology



Clear
pricing



Proven
service



Immediate
action

Engineering Rates

Our rates are competitive and transparent, with clear breakdowns and options to fit your budget.

01

Time-Based Rates

Hourly rates based on the time spent on maintenance tasks.

02

Flat Rates

Fixed rates for specific services, regardless on the time spent on tasks.

03

Contract Rates

Customised rates for ongoing maintenance agreements, offering discounted pricing.



Certifications & Track Record

Our Expertise

Our team boasts a wealth of experience and a proven track record in providing exceptional maintenance services to diverse industries.



We hold relevant industry certifications, ensuring our technicians are equipped with the latest knowledge and skills to handle any maintenance challenge.

Our commitment to ongoing training and professional development ensures that we stay at the forefront of the industry, delivering cutting-edge solutions.

Our successful track record is a testament to our dedication to quality, reliability, and customer satisfaction, making us a trusted maintenance partner.



01908 794 794
info@litenetuk.com
www.litenetuk.com

Pricing Packages

Choose from our tailored packages to suit your needs. Please note that our terms and conditions apply and services relate to the schedule of equipment provided below. All prices are exclusive of VAT. Annual payment options and multi-year terms are available upon request.

Features

Unlimited Remote Support

Quarterly Performance Review

Alarm Monitoring

Preferential Engineering Rates

Firmware and Software Updates

On-Site Support (up to 2 visits)

Premium SLA (8 hrs) Guaranteed Response

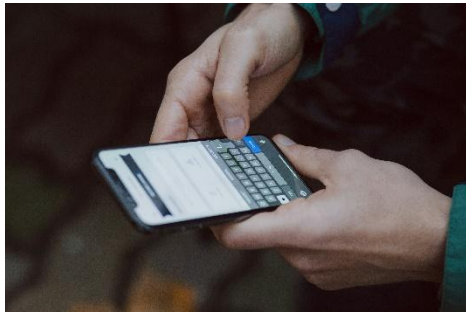
Lite
£49.00 + VAT
Monthly

Pro
£74.00 + VAT
Monthly



Optional Add-Ons

Enhance your maintenance plan with customised options like remote monitoring, predictive maintenance, and training.



Site Audit and Documentation

Services provide comprehensive evaluations of IT infrastructure, capturing detailed insights of equipment, cabling, and layouts. These services

On-Site Training services optimise maintenance and future upgrades.

Deliver hands-on guidance for your team, covering IT systems, equipment, and processes. These sessions enhance technical expertise, ensuring efficient system operation and adherence to best practices.

Terms & Conditions

Transparent terms and conditions ensure a clear understanding of our obligations and yours.



Service Agreement

A detailed agreement outlining the scope of work, responsibilities and pricing.

Payment Terms

Clear payment terms and methods for invoice processing and timely payment.

Confidentiality

Maintaining confidentiality of customer data and information.

Summary

Comprehensive Maintenance Solutions Tailored to Your Needs

This proposal presents a range of flexible maintenance packages designed to ensure the optimal performance and longevity of your systems. Our offerings cater to various levels of support from remote diagnostics and troubleshooting, allowing you to choose a package that aligns with your operational priorities and budget.

We provide expert technical support backed by prioritised service level agreements (SLAs) to minimise downtime and maximise system reliability. Additionally, our maintenance services include proactive measures to address end-of-life equipment, ensuring your infrastructure remains prepared for future requirements and transitions.

With a focus on seamless operation and tailored care, our solutions are built to meet the unique demands of your business while delivering peace of mind for your critical systems.



Usage Terms

Please review the key details and conditions that apply to our packages.

1. Other than where explicitly stated, work will be performed during normal business hours Mon-Fri 9am to 5pm excluding Public Holidays
2. The Customer will provide Litenet with remote access to the applications and systems being installed, changed and supported
3. The Customer will advise Litenet of any Health and Safety requirements sufficiently in advance of any installation in order that Litenet may comply which may incur additional charges
4. The Customer will ensure that the equipment (existing or new) is operational in an environment that is compliant with the manufacturer's guidelines
5. The Customer will provide Litenet with all permissions to allow Litenet to implement changes, including remote access if required
6. If required, Litenet will carry out a maintenance acceptance testing to confirm the system configuration.
7. Litenet will be provided with access to the customers' sites and other premises as and when required.
8. If the Customer cancels an ordered Product or Service or any part of it, notwithstanding that such order has only been provisionally accepted by Litenet, the Customer agrees to reimburse Litenet for any costs it has incurred in preparing to deliver the Product or Service

Dependencies

1. All login and system passwords to any existing systems and applications must be provided by the Customer at service commencement
2. All prices for support and maintenance are based on the customer providing Litenet with a suitable remote access method to the systems, servers and/or applications outlined in this proposal

3. Exclusions

1. Business Communication within the Customer's user community, e.g. communication regarding system implementations, etc.
2. Communication with Service Providers and other 3rd parties (unless Litenet supplied)
3. Contractual management, negotiation including cancellation of any existing contracts other than those under Litenet control
4. LAN configuration of any kind
5. Decommissioning of any hardware, power or cabling
6. Out of hours work unless specified
7. Provisions of alternative services during any downtime
8. Structured Cabling - all building and structured CAT5/6/6a/7 cabling, including link cables, patch panels and patch leads, TJF etc.
9. Equipment - other than present in the Customer order, e.g. cabinets, rack space for mounting equipment, etc.