

Priority response, an engineer who knows your business, and discounted labor rates combine to provide a high level of customer care.

OVERVIEW

A block of time contract from BDS is a support solution for businesses that need prompt and reliable on-site assistance. A block of time contract ensures that an engineer is available to get you up and running again in the event of a problem. Your company will be assigned a dedicated engineer that will know your system thoroughly. And he'll be backed up by the entire BDS staff.

KEY BENEFITS

PRIORITY RESPONSE

The repair costs associated with a hardware failure can be substantial, but the indirect costs associated with the system's down time can be even more costly. With a block of time contract from BDS, your problems are automatically moved ahead of those of non-contract customers, ensuring that your down time will be minimized.

ASSIGNED ENGINEER

As a contract customer, you will have an engineer assigned to your business. Your engineer will have a thorough understanding of your system and manage all your support needs.

DISCOUNTED RATES

As a contract customer, you will receive a substantial discount on labor rates for services provided by BDS. The non-contract rate for network support is \$120 per hour. With a block of time contract, this rate is discounted to \$95 per hour. With a contract the labor rate for PC and telephone system support is discounted from \$90 to \$70 per hour.

AVAILABLE HARDWARE COVERAGE

You may want to consider upgrading to a hardware service contract. A hardware service contract provides a complete support service for one predictable annual or monthly fee. You pay nothing for the parts and labor required to repair covered equipment. There are no unexpected repair bills.

HOW TO BUY

Just contact your BDS sales representative and say that you are ready to purchase a block of time contract. Blocks are available in increments of \$2,000.

Toll Free

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