



STOCK IT Ltd

IT Support & Maintenance Contract

This document has been produced by STOCK IT Ltd,
www.stock-it.co.uk, an IT company offering
technology advice & support for small businesses.

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IT support contract

Introduction

This IT support contract describes the services that [company name] ('the client') will receive from [STOCK IT Ltd] ('the supplier').

Purpose

The client depends on IT equipment, software and services (together: 'the IT system') that are maintained and supported by the supplier.

This IT support contract sets out how the IT supplier will provide maintenance and support services for the IT system. It describes for which items the supplier will provide support, what activities it will perform, and how the client can expect problems with the IT system to be handled.

Scope

Parties

This IT support contract is between:

| The client: | The supplier: |
|---|---|
| [company name] [company address] [address line 2] [address line 3] Key contact: [name] [telephone / email] | [STOCK IT Ltd] [17 Baneswell Road] [Newport] [Gwent, NP20 4BP] Key contact: [Robert Stock] [01633 665551 / web@stock-it.co.uk] |

Dates and reviews

This contract begins on **[date]** and will run for a period of **[] months**.

It may be reviewed at any point, by mutual agreement. At the end of the contract, the supplier and client will discuss possible renewal terms.

Equipment, software and services covered

This contract covers the equipment, software and services listed in the table below. This list may be updated at any time, with agreement from both the client and supplier.

| Item type | Number of items |
|---|-----------------|
| Hardware & Peripherals | |
| PC's | - |
| Laptop's | - |
| All-in-one printer | - |
| Tablet computers | - |
| Mobile phones | - |
| Software | |
| Accounting software <i>Sage 50 Accounts Professional</i> | - |
| Microsoft Office <i>Professional version — for Windows</i> | - |
| Microsoft Office <i>Professional version — for Apple Mac</i> | - |
| Services – Backup, Website & Email | |
| External Drives & Cloud backup | - |
| Internet connection – First line of broadband failure | - |
| Registration & Web hosting Package | - |

| | |
|-------------------------------|----------|
| [Add extra items as required] | [Number] |
|-------------------------------|----------|

Exclusions

As this IT support contract is written in a spirit of partnership, the supplier will always make the best-possible efforts to provide support and rectify problems as requested.

However, this agreement only applies to the parts of the IT system listed above.

Additionally:

- This contract does not cover IT system problems caused by using equipment, software or service(s) in a way that is **not recommended**.
- If the client has made **unauthorised changes (i.e. viruses, malware and spyware)** to the configuration or set up of equipment, software or services, this agreement may not apply.
- If the client has prevented the supplier from **performing required maintenance and updates**, there may be a delay in resolving issues.

This contract does not apply to circumstances that could be reasonably said to be beyond the supplier's control. For instance: floods, war, acts of god and so on.

This contract also does not apply if the client fails to pay agreed supplier invoices on time.

Having said all that, [STOCK IT Ltd] aims to be helpful and accommodating at all times, and will do its absolute best to assist [client] wherever possible.



Responsibilities

Key supplier responsibilities

The supplier will maintain and support the IT system used by the client.

Additionally, the supplier will:

- Ensure relevant software, services and equipment are available to the client.
- Respond to support requests — and within reasonable time, in any case.
- Do its best to escalate and resolve issues in an appropriate, timely manner.
- Maintain good communication with the client at all times.

Key client responsibilities

The client will use the IT system covered by this contract as intended.

Additionally, the client will:

- Notify the supplier of issues or problems in a timely manner.
- Provide the supplier with access to equipment, software and services for the purposes of maintenance, updates and fault prevention.
- Keep the supplier informed about potential changes to its IT system. For example, if staff are to begin connecting their own mobile devices to the company network, the supplier may be able to adjust its services accordingly.
- Maintain good communication with the supplier at all times.



Activities

The supplier will perform a number of specific activities for the client. Details of these activities are described in the table below, along with the purpose and frequency of each.

| Activity | Frequency | Notes |
|--|--------------|--|
| General | | |
| Document software and hardware changes | As necessary | |
| General Troubleshooting | As necessary | |
| System maintenance | | |
| Check backups are running properly | Monthly | This is a simple check that backups are running with no errors reported. |
| Perform backup test | Monthly | This is a full data restore test. |
| Monitor and maintain server uptime | Monthly | |
| Install software patches, service packs and other updates | As necessary | Updates will usually be tested before being rolled out across the IT system. |
| Install software upgrades | As necessary | Upgrades that incur costs — and other major upgrades — will only be installed after consultation with the client. |
| Monitor status and availability of cloud services | Weekly | Automated systems will be used to check cloud services used by the client are available. |
| Monitor available disk space on servers and company computers | Monthly | |
| Perform system and server reboots | As necessary | Non-essential reboots will be performed at convenient times, agreed between client and supplier. |
| General server maintenance | As necessary | To be performed out of hours or at mutually agreed times. |
| Let client know of any potential issues | As necessary | For example: <ul style="list-style-type: none">• Disk space running low• Equipment showing signs of failure• Deteriorating broadband speed |
| Create, remove and maintain employee user accounts and permissions | As necessary | For example, when employees: <ul style="list-style-type: none">• Join or leave the company• Require access to additional resources |

| | | |
|--|--------------|---|
| Assist users with support queries | As necessary | For example: <ul style="list-style-type: none"> How to connect to VPN Where to save shared files |
| Fixing problems | | |
| Disaster recovery of core systems | As necessary | In the event of a significant IT failure or problem (e.g. complete server failure or security breach), the supplier will do everything possible to restore service. A separate disaster recovery plan should be maintained. |
| Fix user errors / mistakes | As necessary | For example: <ul style="list-style-type: none"> Accidental file deletion Forgotten password |
| Raise support requests with third-party providers | As necessary | Where cloud services and other aspects of the IT system are not in the supplier's direct control, the supplier will take responsibility for liaising with third-parties to resolve issues. |
| Managing networks | | |
| Maintain internet connection | Constantly | Automated monitoring will be used to identify performance issues with or availability of the client's internet connection(s). |
| Monitor network capacity and performance | Weekly | The supplier will endeavour to identify where network capacity is reaching its limit. |
| Maintaining security | | |
| Check status of security software updates | As necessary | The supplier will verify that all updates are installed in a timely manner. |
| Investigate any suspicious activity or unexpected software behaviour | As necessary | The supplier will investigate any activity that could be the result of malicious software or individuals, such as viruses or hacking attempts. |
| Manage file and folder permissions | As necessary | |
| Enforce password policies | As necessary | |
| Managing Email Accounts, Apps and services | | |
| Create, manage and remove mailboxes including quota issues | As necessary | For example: <ul style="list-style-type: none"> Creating email addresses for new users Increasing mailbox size if required |
| Managing mobile devices | | |
| Mobile device management | As necessary | For example: <ul style="list-style-type: none"> Rolling out new apps to handsets Updating handset software |

Reactive support

The supplier will also provide reactive support services to the client. When the client encounters an issue with the IT system, it should raise this with the supplier.

The supplier will then investigate the problem and respond appropriately.

All support issues should be raised via email, or by office / mobile messages.

It also ensures required information about the issue is captured efficiently, and that the supplier's response times are measured fairly.

Support tiers

Support requests raised by the client will be handled by three tiers of support:

- **Tier one.** This is where all support incidents begin. The issue is clearly recorded and the supplier performs basic troubleshooting.
- **Tier two.** If an issue cannot be resolved in tier one, it will be escalated to tier two. At this point, the supplier will perform more complex support, using specialist staff where appropriate.
- **Tier three.** Issues that cannot be resolved at tier two will be escalated to tier three. At this level, support is provided by the supplier's most-experienced staff, who can draw on a range of expertise from third-parties when needed.



Charges and conditions

The monthly price for these services is: **£[enter price]**

This is an all-inclusive charge that covers everything described in this contract, with the following conditions:

- Support will be provided **during working hours**. These are also referred to as 'standard hours' and are 9.00am — 5.30pm on weekdays (excluding English Bank Holidays).
- Support will be provided on a **remote access basis**.
- Additional charges apply for these items:
 - Support outside of standard hours: **£[amount] per hour**
 - Onsite visits: **£[amount] per hour (standard hours)**
£[amount] per hour (outside standard hours)

All prices shown exclude VAT at 20%.

Signatures

This IT support contract is agreed between **[client name]** and STOCK IT Ltd]:

Signed on behalf of the client:

Name: **Click here to enter text.**

Position: **Click here to enter text.**

Date: **Click here to enter a date.**

Signed on behalf of the supplier:

Name: Robert Stock

Position: Director

Date: **Click here to enter a date.**