

EDS Maintenance Support Bond (MSB)

EDS's Maintenance Support Bonds (MSB also referred to as bonds) is an innovative and flexible solution to IT systems maintenance and support that ensures you get real value for money.

MSB contract covers your entire site and not individually listed items, so there's no need to worry if every piece of equipment is covered. Your bonds cover more than just system maintenance; they can be used for any of our services. You can even purchase hardware and software from EDS using your MSB's.

MSB is a win-win solution. You get top-quality support from a qualified engineer for a low capital outlay – and unlike insurance-type schemes, you always get your money's worth.

MSB gives rapid response times, will provide a loan service where possible when equipment cannot be repaired on site, and can cost from as little as £2.00 per day.

When you take out a MSB contract, we effectively take on the role of being your IT Department and in short we become part of your team.

With MSB you are no longer tied to a reactive service. You can be as proactive as you would with your own IT support team through, for example, carrying out preventative maintenance, deploying new systems and installing new software. The choice is yours

MSBs are purchased in multiples of 50 and the more MSBs purchased the lower the unit bond cost.

Bonds are valid for 12 months from purchase date. Up to 50% of unused expired bonds are transferable to a new bond certificate providing new bonds are purchased within 30 days of an expiring bond certificate.

Why Not Use Your MSB Contract for Proactive Maintenance

With business today requiring around the clock reliability and fast, effective support, it is critical that system failures are avoided. Our existing MSB subscribers have already realised the benefits and cost-effectiveness of flexible proactive support. We have taken this a step further...

Proactive Maintenance is a **health check** schedule designed to locate any trouble spots that if left uncorrected, could lead to an unexpected and expensive repair bill. By investing in a quarterly or monthly health check, you have the peace of mind that your technology is less likely than ever to cause you a headache.

Furthermore, our health checks cost no more than our standard engineer rates, and if you are a MSB subscriber, visits can be automatically deducted from your Maintenance Support Bonds balance.

A Proactive Maintenance health check may include many aspects of your IT infrastructure, such as: -

- Virus Protection checks
- Backup Procedures
- Security checks
- Network health checks
- System review and recommendations
- Performance tuning
- Disaster Recovery recommendations
- Server log examination



Let EDS help you with your IT support

For more information on MSB's or a no obligation quotation - call us on:

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Or email: support@edsuk.co.uk

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