

Client Services Portfolio

REACT Technologies is at the forefront of secure mobile networking, Voice Over IP, Server Virtualisation and Storage Area Networks.

As a solution provider our value lies in our professional services and operational support. We can assist with all aspects of solution deployment: From Initial consultancy and design, through to test, commission and subsequent maintenance.

We offer leading solutions for Disaster Recovery, Secure Digital Archiving, Wi-Fi, Network and user security, IP infrastructure, Voice over IP and much more.

Our goal is to provide our clients with a range of services or solutions that fit their unique business needs. Delivering expertise within these solutions, designed to instill confidence and vision of their product or network capabilities.

It has long been recognised that a key factor for success in business is the quality and availability of support. Therefore our ambition is to partner with and provide world-class support for strategic manufacturers and customers; thereby enhancing their reputation, profits and performance and ensuring our own success through profitable repeat business.

At REACT our Aim is "To be the company that is easy to do business with". This entails providing a structured, flexible suite of services designed around specific customer needs. Allowing REACT and our Partners to provide a consistent high quality of service to the customer. Our services are tailored to suit your requirements, from a simple Ad-Hoc Installation, to a full managed services offering - covering entire installed bases of equipment.

Charges for the following service products are based against current UK RRP, excluding VAT and are quoted in UK Sterling. Your Sales Account Manager will provide you with any discount rates that may be available.



1. PLATINUM Service Option

COVER:

- 24 Hour, 365 Day, 4 hour Engineer On-Site Cover
- 24 Hour Engineer On-Call Technical Assistance Service
- Priority Telephone Technical Support during office hours
- Engineer and Spares on site within 4 hours if required
- Free Loan of hardware during repair period
- Free of charge repair service
- Unlimited number of service calls
- Minimum 12 month contract period
- Invoiced quarterly in advance

COST: 20% - Twenty Percent of current List Price excluding VAT

2. GOLD Service Option

COVER:

- 09:00 - 17:00, Monday - Friday 4 hr. Engineer On-Site Cover
- Priority Telephone Technical Support during office hours
- Engineer and Spares on site within 4 hours if required
- Free Loan of hardware during repair period
- Free of charge repair service
- Unlimited number of service calls
- Minimum 12 month contract period
- Invoiced quarterly in advance

COST: 15% - Fifteen Percent of the current List Price excluding VAT

3. SILVER Service Option

COVER:

- 09:00 - 17:00, Monday - Friday 9 hr. Engineer On-Site Cover
- Priority Telephone Technical Support during office hours
- Guaranteed Next Working Day Cover
- Engineer and Spares on site within 9 working hours if required
- Free Loan of hardware during repair period
- Free of charge repair service
- Unlimited number of service calls
- Minimum 12 month contract period
- Invoiced quarterly in advance

COST: 12% - Twelve Percent of the current List Price excluding VAT

4. BRONZE Service Option

COVER:

- Priority Telephone Technical Support during office hours
- Free of charge repair of faulty unit
- Free Loan of hardware during repair period
- Next working day replacement unit on site
- Minimum 12 month contract period
- Invoiced quarterly in advance

COST: 9% - Nine Percent of the current List Price excluding Sales Tax

5. Managed Services

We provide fully managed services, which are tailored to meet our clients' specific requirements. This service gives organisations with reduced resources at their disposal, a stress free way to maintain business agility whilst meeting the demands of external governance.

- A premium feature-rich email and file archiving solution. Our 1 to 1 solution ensures that data is resilient, stored efficiently and is easily accessible.
- A fully managed business continuity solution which protects your key applications and data. We offer our clients near instant access to data in the event of a disaster.
- Managed, Hosted IP Telephony (VoIP) Services for business
- We offer enterprise-grade Microsoft Exchange hosting with BlackBerry wireless email, SharePoint hosting.
- Ad-hoc Support may be purchased on a per incident basis by any REACT client or end-user accompanied with a valid purchase order.

Option Descriptions

REACT's Service offerings are supported by fully qualified engineers. To be assured of timely service, installation should be scheduled at time of equipment order. REACT offers the following support options:

1. Physical Installation is the first stage in network deployment. Qualified engineers arrive onsite, physically locate the equipment (wireless access points, IP Handsets, Switches, Routers etc.), load basic IP configuration details as appropriate, verify connectivity and perform simple network connectivity.

2. Integration & Configuration Support provides for a complete hardware and software installation service. Information will be gathered in advance of the installation date and the on-site service engineer will install, configure, and test all (purchased), hardware and software products.

3. Network Commissioning provides user connectivity testing of applications and pre-agreed hardware on the network. Designed to augment the skills of our clients IT department, to ensure a seamless user-experience with newly-introduced technologies, applications and equipment.

4. Project Management Support. Key to successfully implementing any project rollout is the ability to deliver or exceed the clients expectations. This is achieved by fully understanding the needs, and coordinating the resources and the objectives of the project.

5. Network Health Check provides the clients IT department with the piece of mind in a changing user environment. Our engineers, in partnership with our clients, analysis network performance from a user perspective, and take appropriate measures for optimised network management.

6. Multi-Vendor Integration provides for the integration of equipment provided by REACT Technologies with a clients existing infrastructure. Our engineers are qualified in most technologies and solutions and work with the clients IT department to ensure the maximum use of resources.

7. Consultancy & Design provides for a network and solution suite of services utilising the skills and experience of REACT's technical experts. Including: Network Analysis; Network Auditing; Network Strategy (i.e. Network Design, Site-Surveys, Network Right-sizing, Capacity Planning); Subject Matter Expertise for Secure Wireless & Remote Access solutions and designs.

8. Trouble-Shooting. This service exists because experts always need experts and because technology can be complex to diagnose. Our engineers are qualified to analyse problems, resolve network issues and recommend work-around solutions.

9. Onsite Site Survey. is designed to ensure that every wireless implementation uses the optimum equipment and is capable of meeting the clients expectations. Key to successful implementation is removing the unexpected, and a full site survey is still the best way to eliminate surprises.

10. Training Instructor Day Rates. REACT's training classes are designed to help users understand and customise their networks to get the most from REACT-supplied solutions. We also offer non-technology education programs on Leadership, Sales and Project Management are also available.

For other requirements please contact your REACT Sales Account Manager on **+44 (0) 1256 301900** or contact the European CSC on **+44 (0) 870 1266596** for an up to date listing of areas supported and prices.