



Microsoft  
Partner



Gold Small and Midmarket Cloud Solutions  
Gold Cloud Productivity  
Silver Cloud Platform  
Silver Enterprise Mobility Management  
Silver Datacenter

## **GCC IT Support Services – Desktops & Devices**

## Overview

### At GCC we offer support for Microsoft PC's and Apple Mac's

#### D1 - Core

- Everything you need to manage your core PC's

#### D2 - Plus

- As per D1 plus unlimited incidents and more options

#### D3 - Pro

- As per D2 plus on-site hardware warranty

#### M2 - Mac Plus

- As per D2 but optimised for Macs

### Key factor to consider

**“if you're looking to maximise productivity, reduce downtime and protect your data – then you need to make sure all your PC's are consistently, automatically, patched and updated”**

### And why GCC?

#### Experienced

- Over 25 years experience in supporting IT infrastructure

#### Local

- Offices in Birmingham, Bristol, Gloucester and London

#### Expert

- Microsoft Gold Partner, HP preferred Partner, Cisco SMB Select

#### Specialist

- Total focus on technology for Small and Medium Businesses

GCC IT Support - Desktops & Devices	PC			MAC
	Core	Plus Most Popular	Pro	Plus
 Version 1.3 Oct 2017	£10.95	£13.95	£19.95	£17.95
<b>GCC Perform™ Service Desk Platform</b> - Enabling Core Device Management as follows	✓	✓	✓	✓
<b>Monitoring - Core device management</b> - Monitoring and Alerting service for all devices 24/7	✓	✓	✓	✓
<b>Patching - Core device management</b> - fully automatic, unlimited patching and update service	✓	✓	✓	By Apple
<b>Reporting - Core device management</b> - Monthly Management and Audit reporting	✓	✓	✓	✓
<b>Deployment - Core device management</b> - Application deployment	✓	✓	✓	✓
<b>AV - Core Device Management</b> - Microsoft PC Anti-Virus Software	✓	✓	✓	N/A
<b>GCC Service Desk Web Portal</b> - Incident logging & tracking / User Forum / Information resource	✓	✓	✓	✓
<b>Service Desk Support</b> - 4 Hour Response Service Level Agreement (SLA)	✓	✓	✓	✓
<b>Incident logging via Telephone, email, Web Portal</b>	Web only	✓	✓	✓
<b>Service Desk Support - Incident resolution (8am - 6pm)</b>	Limited qty	✓	✓	✓
<b>GCC Client Services</b> - License and warranty management	✓	✓	✓	✓
<b>GCC Client Services</b> - Procurement	✓	✓	✓	✓
<b>Emergency Loan Laptop - Free</b>	Chargeable	✓	✓	✓
<b>12 month contract</b> - monthly payment and adjustments	✓	✓	✓	✓
<b>Regular information Updates</b> - including invites to events and seminars	✓	✓	✓	✓
<b>Assigned technical and account management team</b>	✓	✓	✓	✓
<b>Extend to cover second device</b> - Option	✓	✓	✓	✓
<b>Extend to cover mobile device</b> - Option	✓	✓	✓	✓
<b>Enhanced Services Availability</b> - Option	N/A	✓	✓	✓
<b>Minimum 5 Users</b>	✓	✓	✓	✓
<b>On-Site Hardware Warranty</b>	Opt	Opt	✓	Opt

All prices are monthly via Direct Debit

## GCC PC Core Support

All services listed below are included as standard with a Core support contract

- a) **GCC perform** – service desk management system. A collection of servers and services built in the Azure cloud by GCC that manage, monitor and maintain your infrastructure (see separate document)
- b) **Core device management 1** - Full monitoring and Alerting of the PC operating system and key hardware parameters such as hard disk space left. Disk space alert is automatic at x% of total capacity
- c) **Core device management 2** - Regular patching and updating of the Microsoft Operating System (OS) for all current OS's (ie Win 7, 8, 8.1, 10) with critical and security patches as issued by Microsoft. Lower category patches are applied as necessary.
- d) **Core device management 3** – Full monthly Management and Auditing reporting. Includes a management reporting pack for service desk activities –
  - a. Volume of incidents
  - b. Technical area of incidents
  - c. Speed of response to an incident by GCC Service Desk
  - d. Speed of resolution for an incident by GCC Service Desk
  - e. Incidents open at month end
  - f. Monthly Asset listing detailing all hardware and software attributes of supported assets.
- e) **Core device management 4** – Application deployment and roll out of key software application clients via centralised self-serve app hosting (subject to App)
- f) **Core device management 5** - Full Microsoft PC Anti-Virus software installed, monitored and maintained by regular definition updates
- g) **Web Portal** - Access to the GCC client web portal which provides secure access to
  - a. Incident logging, tracking and updating facility
  - b. Online Library for information including hints, tips, tricks. Access to product information and links to useful web resources
  - c. Online Access to customer forum to further assist in rapid incident resolution
- h) **Second device cover** – an option to cover a second device for the primary user, at reduced cost (subject to device)
- i) **Mobile device cover** – an option to cover a mobile device for the primary user, at reduced cost
- j) **Service Desk** – The GCC team of technical experts co-ordinate and manage the resolution of all incidents, IT-related service issues, including incidents, problems, service requests and general queries.
- k) **Service Desk** – Limited capacity of 2 x credits per user per year (may be aggregated over all users) One credit is a 15 min activity. Additional credits are available at £27.50/credit
- l) **Service Desk** – Commitment to a maximum of a 4-hour response to every logged incident via a Service Level Agreement (SLA)
- m) **Service Desk** – Incident logging is via Web Portal only.
- n) **Service Desk** – The GCC Service Desk operates from 08.00am to 18.00pm (excludes weekends and bank holidays)
- o) **GCC Client Services** – GCC provide management of renewal dates for all licensing that we sell whether that is cloud licensing or on-premise perpetual licensing. We will also manage any hardware warranties for network devices along with server and PC hardware
- p) **GCC Client Services** – GCC provide a full procurement service including developing a PC user profile and standardised PC options.

- q) **Business Continuity - Emergency loan laptop** available if the reported incident cannot be solved remotely (chargeable for D1 – Core contracts)
  - a. Service includes delivery of laptop to client premises (mainland UK) and return to GCC at completion
  - b. Includes a laptop build to suit the client with Windows 7, 8 or 10 and includes MS Office Word, Excel and PowerPoint. The GCC Service Desk will also remotely configure the Laptop for internet access, local printers and essential other local resources.
  - c. Laptop can stay on site until we/manufacturer repair the original PC
- r) **Contract term** – Contracts are an initial 12 months and then only 3 months notice is required to terminate. Quantities of desktops / laptops may be adjusted monthly and the price varies accordingly
- s) **Regular Information Updates** – GCC run regular events to inform and update our client base. We also issue regular weekly and monthly news articles and blogs along with invitations to Microsoft and Sage events
- t) **Named contacts** – Assigned technical and account management staff for each client
- u) **Second device** – Extend the cover to a second named windows device at low cost.
- v) **Mobile device** – Extend the cover to include named tablet and smartphone devices at low cost.
- w) **Enhanced Services** – There is a range of additional services available to enhance the basic service offering. These services include extended call-out options and enhanced security setup and licensing. See later in document for full details.
- x) **Minimum User Count** – Core contracts have a minimum user count of 5 primary PC's or Macs (or a mixture of the two)
- y) **Hardware Warranty options** – All PC's, whether desktops or laptops can be purchased with enhanced on-site hardware call-out warranties. The GCC default is Next Business Day for PC's but this can be enhanced to 4 hour or 2 hour call-out for key workers if required. Full details on request.

## GCC PC Plus Support

All services listed below are included as standard with a Plus support contract

- a) **GCC perform** – service desk management system. A collection of servers and services built in the Azure cloud by GCC that manage, monitor and maintain your infrastructure (see separate document)
- b) **Core device management 1** - Full monitoring and Alerting of the PC operating system and key hardware parameters such as hard disk space left. Disk space alert is automatic at x% of total capacity
- c) **Core device management 2** - Regular patching and updating of the Microsoft Operating System (OS) for all current OS's (ie Win 7, 8, 8.1, 10) with critical and security patches as issued by Microsoft. Lower category patches are applied as necessary.
- d) **Core device management 3** – Full monthly Management and Auditing reporting. Includes a management reporting pack for service desk activities –
  - a. Volume of incidents
  - b. Technical area of incidents
  - c. Speed of response to an incident by GCC Service Desk
  - d. Speed of resolution for an incident by GCC Service Desk
  - e. Incidents open at month end
  - f. Monthly Asset listing detailing all hardware and software attributes of supported assets.
  - g. Monthly change report that lists any software installed or uninstalled during the month by each PC and a list of hardware changes (ie disk space etc)
- e) **Core device management 4** – Application deployment and roll out of key software application clients via centralised self-serve app hosting (subject to App)
- f) **Core device management 5** - Full Microsoft PC Anti-Virus software installed, monitored and maintained by regular definition updates
- g) **Web Portal** - Access to the GCC client web portal which provides secure access to
  - a. Incident logging, tracking and updating facility
  - b. Online Library for information including hints, tips, tricks. Access to product information and links to useful web resources
  - c. Online Access to customer forum to further assist in rapid incident resolution
- h) **Second device cover** – an option to cover a second device for the primary user, at reduced cost (subject to device)
- i) **Mobile device cover** – an option to cover a mobile device for the primary user, at reduced cost
- j) **Service Desk** – The GCC team of technical experts co-ordinate and manage the resolution of all incidents, IT-related service issues, including incidents, problems, service requests and general queries.
- k) **Service Desk** – Unlimited incident capacity
- l) **Service Desk** – Commitment to a maximum of a 4-hour response to every logged incident via a Service Level Agreement (SLA)
- m) **Service Desk** – Incident logging can be via Telephone, email or Web Portal
- n) **Service Desk** – The GCC Service Desk operates from 08.00am to 18.00pm (excludes weekends and bank holidays)

- o) **GCC Client Services** – GCC provide management of renewal dates for all licensing that we sell whether that is cloud licensing or on-premise perpetual licensing. We will also manage any hardware warranties for network devices along with server and PC hardware
- p) **GCC Client Services** – GCC provide a full procurement service including developing a PC user profile and standardised PC options.
- q) **Business Continuity - Emergency loan laptop** available if the reported incident cannot be solved remotely (chargeable for D1 – Core contracts)
  - a. Service includes delivery of laptop to client premises (mainland UK) and return to GCC at completion
  - b. Includes a laptop build to suit the client with Windows 7, 8 or 10 and includes MS Office Word, Excel and PowerPoint. The GCC Service Desk will also remotely configure the Laptop for internet access, local printers and essential other local resources.
  - c. Laptop can stay on site until we/manufacturer repair the original PC
- r) **Contract term** – Contracts are an initial 12 months and then only 3 months notice is required to terminate. Quantities of desktops / laptops may be adjusted monthly and the price varies accordingly
- s) **Regular Information Updates** – GCC run regular events to inform and update our client base. We also issue regular weekly and monthly news articles and blogs along with invitations to Microsoft and Sage events
- t) **Named contacts** – Assigned technical and account management staff for each client
- u) **Second device** – Extend the cover to a second named windows device at low cost.
- v) **Mobile device** – Extend the cover to include named tablet and smartphone devices at low cost.
- w) **Enhanced Services** – There is a range of additional services available to enhance the basic service offering. These services include extended call-out options and enhanced security setup and licensing. See later in document for full details.
- x) **Minimum User Count** – Plus contracts have a minimum user count of 5 primary PC's or Macs (or a mixture of the two)
- y) **Hardware Warranty options** – All PC's, whether desktops or laptops can be purchased with enhanced on-site hardware call-out warranties. The GCC default is Next Business Day for PC's but this can be enhanced to 4 hour or 2 hour call-out for key workers if required. Full details on request.

## GCC PC Pro Support

All services listed below are included as standard with a Pro support contract

- a) **GCC perform** – service desk management system. A collection of servers and services built in the Azure cloud by GCC that manage, monitor and maintain your infrastructure (see separate document)
- b) **Core device management 1** - Full monitoring and Alerting of the PC operating system and key hardware parameters such as hard disk space left. Disk space alert is automatic at x% of total capacity
- c) **Core device management 2** - Regular patching and updating of the Microsoft Operating System (OS) for all current OS's (ie Win 7, 8, 8.1, 10) with critical and security patches as issued by Microsoft. Lower category patches are applied as necessary.
- d) **Core device management 3** – Full monthly Management and Auditing reporting. Includes a management reporting pack for service desk activities –
  - a. Volume of incidents
  - b. Technical area of incidents
  - c. Speed of response to an incident by GCC Service Desk
  - d. Speed of resolution for an incident by GCC Service Desk
  - e. Incidents open at month end
  - f. Monthly Asset listing detailing all hardware and software attributes of supported assets.
  - g. Monthly change report that lists any software installed or uninstalled during the month by each PC and a list of hardware changes (ie disk space etc)
- e) **Core device management 4** – Application deployment and roll out of key software application clients via centralised self-serve app hosting (subject to App)
- f) **Core device management 5** - Full Microsoft PC Anti-Virus software installed, monitored and maintained by regular definition updates
- g) **Web Portal** - Access to the GCC client web portal which provides secure access to
  - a. Incident logging, tracking and updating facility
  - b. Online Library for information including hints, tips, tricks. Access to product information and links to useful web resources
  - c. Online Access to customer forum to further assist in rapid incident resolution
- h) **Second device cover** – an option to cover a second device for the primary user, at reduced cost (subject to device)
- i) **Mobile device cover** – an option to cover a mobile device for the primary user, at reduced cost
- j) **Service Desk** – The GCC team of technical experts co-ordinate and manage the resolution of all incidents, IT-related service issues, including incidents, problems, service requests and general queries.
- k) **Service Desk** – Unlimited incident capacity
- l) **Service Desk** – Commitment to a maximum of a 4-hour response to every logged incident via a Service Level Agreement (SLA)
- m) **Service Desk** – Incident logging can be via Telephone, email or Web Portal
- n) **Service Desk** – The GCC Service Desk operates from 08.00am to 18.00pm (excludes weekends and bank holidays)



- o) **GCC Client Services** – GCC provide management of renewal dates for all licensing that we sell whether that is cloud licensing or on-premise perpetual licensing. We will also manage any hardware warranties for network devices along with server and PC hardware
- p) **GCC Client Services** – GCC provide a full procurement service including developing a PC user profile and standardised PC options.
- q) **Business Continuity - Emergency loan laptop** available if the reported incident cannot be solved remotely (chargeable for D1 – Core contracts)
  - a. Service includes delivery of laptop to client premises (mainland UK) and return to GCC at completion
  - b. Includes a laptop build to suit the client with Windows 7, 8 or 10 and includes MS Office Word, Excel and PowerPoint. The GCC Service Desk will also remotely configure the Laptop for internet access, local printers and essential other local resources.
  - c. Laptop can stay on site until we/manufacturer repair the original PC
- r) **Contract term** – Contracts are an initial 12 months and then only 3 months notice is required to terminate. Quantities of desktops / laptops may be adjusted monthly and the price varies accordingly
- s) **Regular Information Updates** – GCC run regular events to inform and update our client base. We also issue regular weekly and monthly news articles and blogs along with invitations to Microsoft and Sage events
- t) **Named contacts** – Assigned technical and account management staff for each client
- u) **Second device** – Extend the cover to a second named windows device at low cost.
- v) **Mobile device** – Extend the cover to include named tablet and smartphone devices at low cost.
- w) **Enhanced Services** – There is a range of additional services available to enhance the basic service offering. These services include extended call-out options and enhanced security setup and licensing. See later in document for full details.
- x) **Minimum User Count** – Plus contracts have a minimum user count of 5 primary PC's or Macs (or a mixture of the two)
- y) **Hardware Warranty** – Next Business Day on-site hardware cover for all components in base unit (excludes screens, keyboards and mice, subject to hardware age and manufacturer)
- z) **Hardware Warranty options** – All PC's, whether desktops or laptops can be purchased with enhanced on-site hardware call-out warranties. The GCC default is Next Business Day for PC's but this can be enhanced to 4 hour or 2 hour call-out for key workers if required. Full details on request.

## Mac Plus £17.95

All services listed below are included as standard with a Mac Plus support contract

- a) **GCC perform** – service desk management system. A collection of servers and services built in the Azure cloud by GCC that manage, monitor and maintain your infrastructure (see separate document)
- b) **Core device management 1** - Full monitoring and Alerting of the Mac operating system (OS X 10.9 and later) and key hardware parameters such as hard disk space left. Disk space alert is automatic at x% of total capacity
- c) **Core device management 2** - Regular patching and updating of the Mac Operating System (OS) for all current OS's is provided directly by Apple and GCC recommends that these updates are carried out regularly.
- d) **Core device management 3** – Full monthly Management reporting. Includes a management reporting pack for service desk activities –
  - a. Volume of incidents
  - b. Technical area of incidents
  - c. Speed of response to an incident by GCC Service Desk
  - d. Speed of resolution for an incident by GCC Service Desk
  - e. Incidents open at month end
  - f. Monthly Asset listing detailing all hardware and software attributes of supported assets.
- e) **Core device management 4** – Application deployment and roll out of key software application clients via centralised self-serve app hosting (subject to App)
- f) **Core device management 5** - Anti-Virus software is typically not installed on Mac operating systems.
- g) **Web Portal** - Access to the GCC client web portal which provides secure access to
  - a. Incident logging, tracking and updating facility
  - b. Online Library for information including hints, tips, tricks. Access to product information and links to useful web resources
  - c. Online Access to customer forum to further assist in rapid incident resolution
- h) **Second device cover** – an option to cover a second device for the primary user, at reduced cost (subject to device)
- i) **Mobile device cover** – an option to cover a mobile device for the primary user, at reduced cost
- j) **Service Desk** – The GCC team of technical experts co-ordinate and manage the resolution of all incidents, IT-related service issues, including incidents, problems, service requests and general queries.
- k) **Service Desk** – Unlimited incident capacity
- l) **Service Desk** – Commitment to a maximum of a 4-hour response to every logged incident via a Service Level Agreement (SLA)
- m) **Service Desk** – Incident logging can be via Telephone, email or Web Portal
- n) **Service Desk** – The GCC Service Desk operates from 08.00am to 18.00pm (excludes weekends and bank holidays)
- o) **GCC Client Services** – GCC provide management of renewal dates for all licensing that we sell whether that is cloud licensing or on-premise perpetual licensing. We will also manage any hardware warranties for network devices along with server and PC hardware

- p) **GCC Client Services** – GCC provide a full procurement service including developing a Mac user profile and standardised Mac options.
- q) **Business Continuity - Emergency loan laptop** available if the reported incident cannot be solved remotely (chargeable for D1 – Core contracts)
  - a. Service includes delivery of (Windows) laptop to client premises (mainland UK) and return to GCC at completion
  - b. Includes a laptop build to suit the client with Windows 7, 8 or 10 and includes MS Office Word, Excel and PowerPoint. The GCC Service Desk will also remotely configure the Laptop for internet access, local printers and essential other local resources.
  - c. Laptop can stay on site until we/manufacturer repair the original Mac
- r) **Contract term** – Contracts are an initial 12 months and then only 3 months notice is required to terminate. Quantities of desktops / laptops may be adjusted monthly and the price varies accordingly
- s) **Regular Information Updates** – GCC run regular events to inform and update our client base. We also issue regular weekly and monthly news articles and blogs along with invitations to Microsoft and Sage events
- t) **Named contacts** – Assigned technical and account management staff for each client
- u) **Second device** – Extend the cover to a second named windows device at low cost.
- v) **Mobile device** – Extend the cover to include named tablet and smartphone devices at low cost.
- w) **Enhanced Services** – There is a range of additional services available to enhance the basic service offering. These services include extended call-out options and enhanced security setup and licensing. See later in document for full details.
- x) **Minimum User Count** – Plus contracts have a minimum user count of 5 primary PC's or Macs (or a mixture of the two)
- y) **Hardware Warranty options** – All PC's, whether desktops or laptops can be purchased with enhanced on-site hardware call-out warranties. The GCC default is Next Business Day for PC's but this can be enhanced to 4 hour or 2 hour call-out for key workers if required. Full details on request.

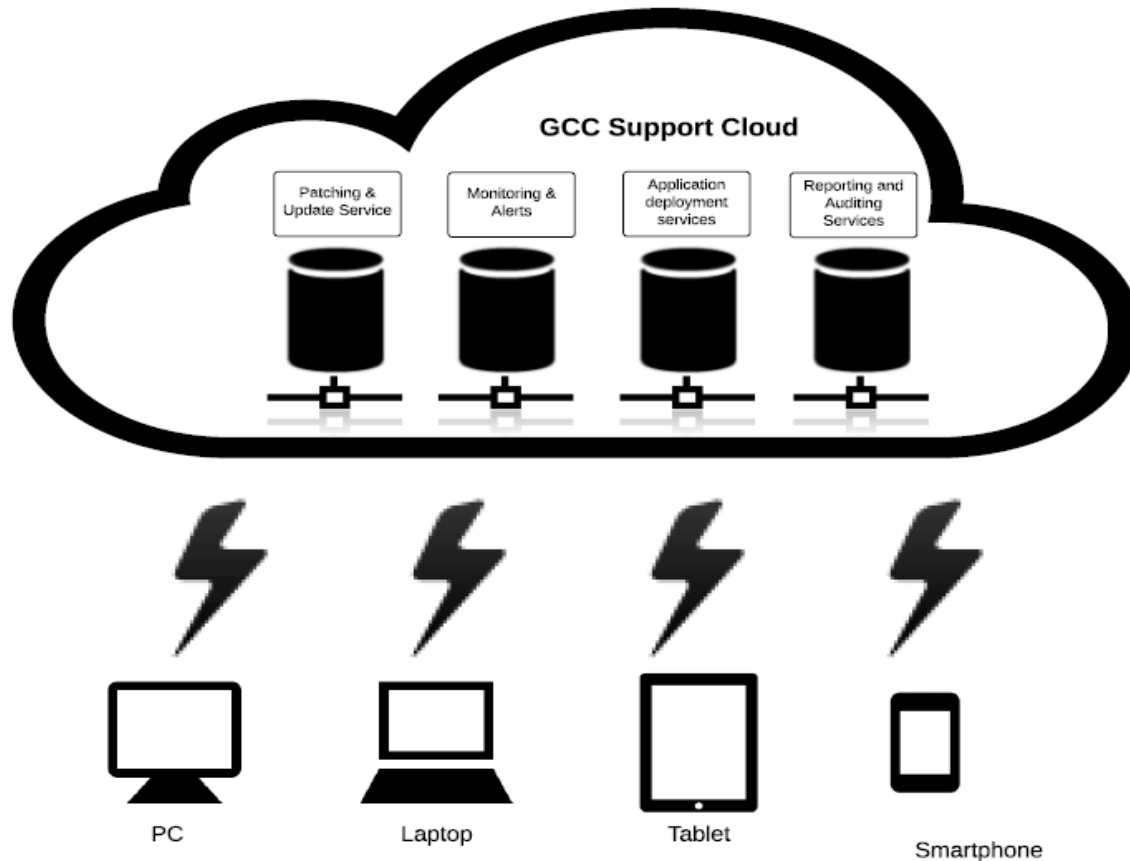
## Enhanced Services

A)	<b>24/7 cover</b>	<b>£TBA/month/site + £TBA/incident</b>
B)	<b>Emergency onsite callout</b>	<b>£TBA Callout plus £TBA/hour</b>
D)	<b>Laptop rental option</b>	<b>£50/week</b>
E)	<b>Premium Plus response SLA</b>	<b>£1/user/month</b> (excludes Self-Serve)
F)	<b>Security Pack 1</b>	<b>£4.95/user/month</b>
G)	<b>Security Pack 2</b>	<b>£3.95/user/month</b>
H)	<b>Security Pack 3</b>	<b>£1.95/user/month</b>
I)	<b>Security Bundle (1-3)</b>	<b>£9.95/user/month</b>
j)	<b>PC Web Protect &amp; Control</b>	<b>£400 setup plus £2/user/month</b>

- a) **24/7 cover** - Provides telephone and remote access assistance, out of standard service desk operating hours. Cover is for PC's with Windows 7, 8 or 10 (Mac's not included) An incident equates to 30 minutes
- b) **Emergency on-site callout** – Ability to call out an infrastructure engineer to have a presence on site at short notice
- c) **On-site hardware warranty support** – Provides hardware warranty with replacement parts delivered and installed on site (defined by serial number)
- d) **Rental Laptop** – Provision of a temporary modern Laptop complete with hard case, mouse, MS Office 365 Business Premium and choice of Windows 7,8 or 10
- e) **Premium Plus SLA** – 2-hour response - must be all PC's on support contract
- f) **Security Pack 1** –
- g) **Security Pack 2** –
- h) **Security Pack 3** –
- i) **Security Bundle** - includes all security packs from 1-3
- j) **PC Web Protect & Control** – is a web filtering and management solution that is tied to the specific PC and will protect the PC whether being used in the office or at home/traveling

# GCC Desktop & Devices Support

example D1 support with monthly DD payment



Up to 5 devices per User

**Patching & Update service** - Microsoft operating systems and Anti-Virus software daily automatic update scan via internet - keeps everything at peak efficiency

**Monitoring & Alert service** - pro-active issue identification for hardware and software, flags up issues early for managed repair and update

**Apps deployment** - centrally hosted app with self-serve updates and managed client installation roll-outs

**Reporting & Auditing** - Full monthly helpdesk activity report along with hardware and software changes analysis.

**Full UK helpdesk** - service via telephone and remote takeover - 8am - 6pm, highly qualified engineers, web logging and tracking option for incidents, loan laptops, local call phone numbers - optional 24/7 and rapid response (on-site) services available



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## **GCC Support for Servers & Networks and Business Management Software**

### **Servers & Networks**

- a) **S1 - Core** - network components (small sites)
- b) **S2 - Plus** – As per S1 plus Physical / Virtual servers and IaaS
- c) **S3 – Pro** – As per S2 plus on-site hardware warranty
- d) **S4 – cloud** - PaaS/SaaS such as Microsoft Office 365 / GCC Data Vault

### **Business Management Software**

- e) **Sage 200** – on premise and hosted
- f) **Sage Live** – Cloud SaaS
- g) **Microsoft Dynamics 365** – Business Edition Financials (Tenerife)
- h) **Microsoft Dynamics 365** – Sales, Marketing and Customer Service modules