

ICT Network Support Agreement

Gold



This agreement is ideal for schools that want regular ICT support. Weekly visits are provided by an onsite Desktop Support Technician. They will ensure that the school is receiving optimum support from New Era Technology to meet the needs of end users in a timely and professional manner. The Technician will be the onsite face of New Era to the staff of the school and the first point of escalation if issues are not resolved in a timely manner. The onsite Technician will work as directed and prioritised by the school's ICT Liaison.

For a fixed annual cost New Era Technology's Gold agreement provides schools with:



Regular Onsite Visits

Weekly New Era Desktop Technician onsite visits.



Service Desk Support

Our service desk provides remote support during term time (8.00am – 5.00pm) phone 0800 438 428, or email support@neweratech.co.nz.



Technical Team Leader or Engineer Escalation

Escalation when required.



Assigned Account Executive

Regular Account Executive meetings to assist with quoting, procurement and strategic advice including Cloud Transformation.

Upgrade your plan: Ultra Agreement

Upgrade your agreement to a Gold Ultra to receive technical engineering for large scale change and projects all included.

P: 0800 438 428

E: info.nz@neweratech.com

W: neweratech.com