

ICT Network Support Agreement Platinum



This agreement is ideal for schools that want comprehensive ICT support. One Desktop Support Technician will be situated onsite full time. 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.

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



Fulltime Desktop Support Technician

New Era Desktop Technician will be onsite for a total of 36.5 hours per week, Monday to Friday. They will provide support that includes, but is not limited to: Network infrastructure, workstation and laptops, wireless network, user administration and more.



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 agreement:

Platinum Ultra:

Upgrade to an Ultra agreement to receive technical engineering for all ongoing project work included.

Platinum Plus:

Platinum Plus gives you additional support by providing two onsite Technicians.

P: 0800 438 428

E: info.nz@neweratech.com

W: neweratech.com