



ICT Network Support Agreement

Pounamu

With termly onsite visits and access to New Era Technology's service desk, this agreement is ideal for smaller schools that require a low cost option, but also full remote support when required. With our dedicated service desk and national coverage we can remotely monitor and proactively resolve issues at your school. If things get really tricky you can use our reduced client rates to get someone onsite.

For a fixed annual cost of \$2,900.00 + GST, New Era Technology provides small schools (< 100 students) with:



Termly Onsite Visits

4 x regular New Era Desktop Technician onsite visits, once every school term (4 x hours per visit).



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

Escalation when required.



Assigned Account Executive

Account Executive assistance with quoting, procurement and strategic advice including Cloud Transformation.

P: 0800 438 428

E: info.nz@neweratech.com

W: neweratech.com