

# ICT Network Support Agreement

## Silver



This Agreement provides a fortnightly or monthly onsite visit by a Desktop Support Technician who will ensure that the school is receiving optimum support from New Era Technology. The Technician will be the first point of escalation if issues are not resolved in a timely manner and will work as directed and prioritised by the school's ICT Liaison.

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



### Regular Onsite Visits

Options for fortnightly or monthly 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](mailto:support@neweratech.co.nz).



### Technical Team Leader or Engineer Escalation

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](mailto:info.nz@neweratech.com)

W: [neweratech.com](http://neweratech.com)