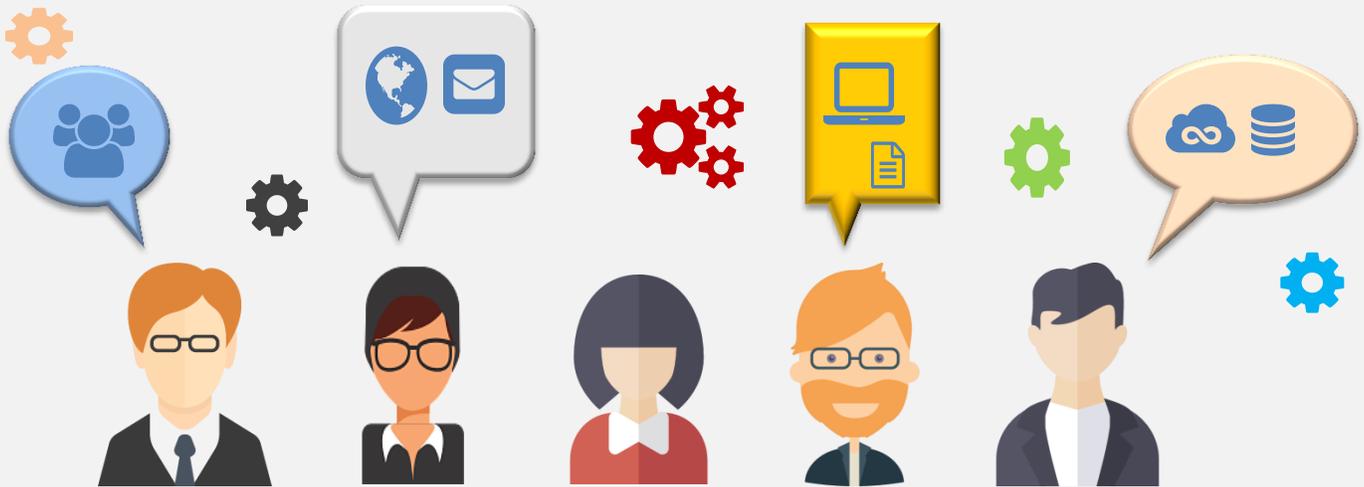


# Aligning managed ICT services with the needs of your business through innovation



## IIPL SCOPE OF SERVICES

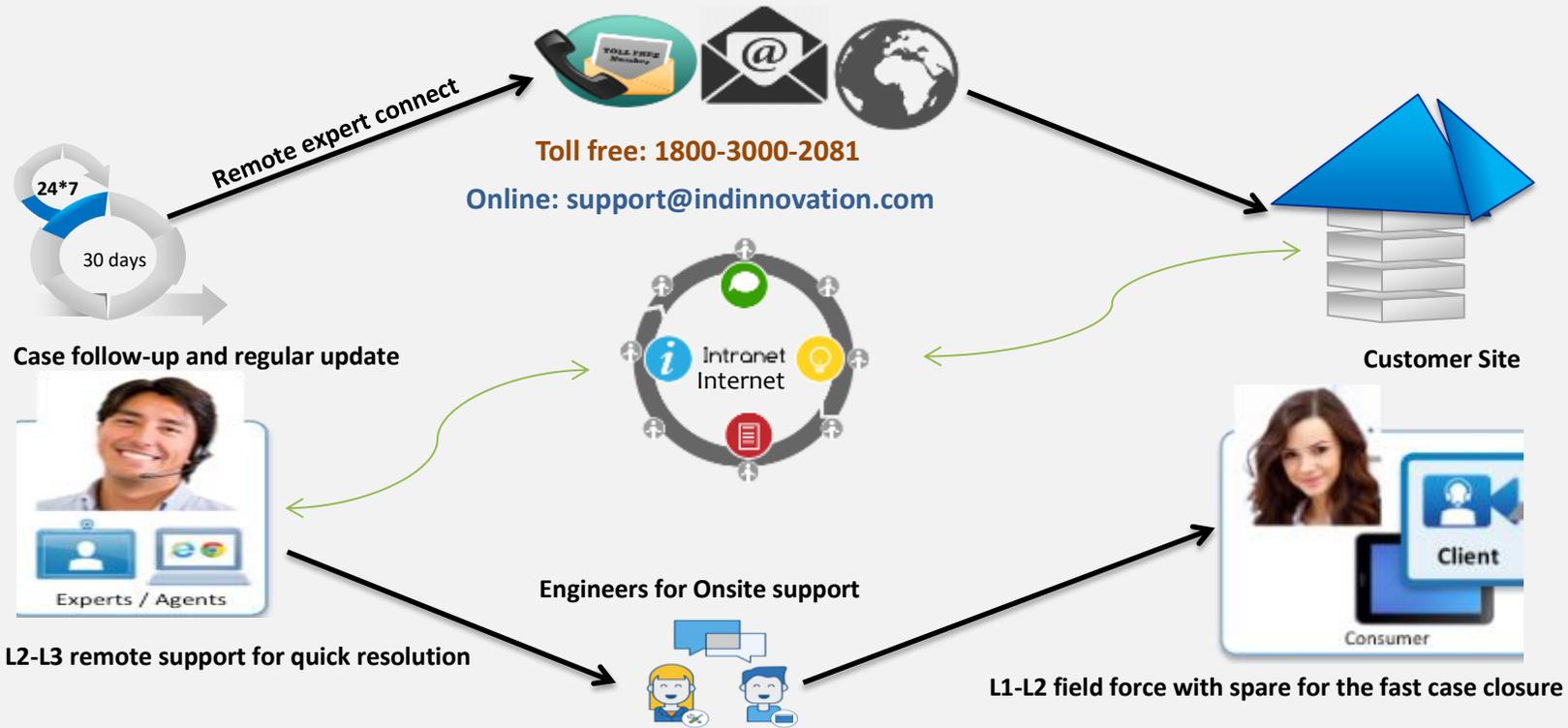
The information in this proposal is the property of Ind Innovation Pvt Ltd / IIPL and should not be disclosed outside of the **Service Provider** organization except authorized personnel of IIPL and also should not be duplicated, used, or disclosed in whole or in part for any purpose other than to evaluate the proposal.

 *Getting started with IIPL*



This SOW is designed to help you begin working with us. Included is the IIPL coverage on support offer for maintenance: Purpose, Report and Analysis, Spare and inventory plan, On-site field support, Remote support and Service Level Agreement.

### HELP DESK



Purpose of Activity	<p>TO LOG REPORTED CALL</p> <p>TO PROVIDE TICKET ID</p> <p>TO PROVIDE DETAILS OF ONSITE ENGINEER</p> <p>TO PROVIDE DETAILS OF PART SHIPPED AT SITE</p> <p>TO MANAGE BACK RESOURCE AND SPARE AVAILABILITY</p> <p>REGULAR UPDATES</p> <p>TO PROVIDE CALL REPORTS AND DATA</p>
Input	CUSTOMER SITE AND LOCATION
Activity Description	<p>Details of Warehouse / Spare inventory location region wise</p> <p>Location wise spare planning for each make/model of equipment</p>

## REPORT, ANALYSIS AND MEASUREMENT



Purpose of Activity	Ensure regular reporting & Analysis of the call data
Input	Call data every month for the equipment's under the scope of this section
Activity Description	<p>Monthly reporting of Incidents</p> <p>RCA Documentation and sharing within 48 hours of resolution</p> <p>SLA Measurement</p> <p>SLA Analysis</p>

## SPARE AND INVENTORY PLAN



Purpose of Activity	Compliance to SLA through spares & Inventory Plan. MAINTAINING ADEQUATE SPARES TO ADHERE SLA AND DOWNTIME.
Input	CUSTOMER BOQ
Activity Description	Details of Warehouse / Spare inventory location region wise Location wise spare planning for each make/model of equipment
OUTPUT	SPARE PLAN AND REFILLMENT OF SPARES ON CONSUMTION

## ONSITE FIELD SUPPORT (L1 AND L2)



Purpose of Activity	TO PROVIDE FIELD SUPPORT TO RECTIFY FAULT. TO PROVIDE FIELD SUPPORT TO REPLACE SPARE TO PROVIDE L2 ONSITE SUPPORT TO ADHERE SLA AND MINIMISE DOWNTIME. TO PROVIDE SKILL BASED RESOLUTION. TO MANAGE CONFIG ERRORS AND RECTIFY. TO MANAGE CONFIG REQUIRED FOR SPARE REPLACEMENT ETC.
Input	CUSTOMER SITE AND LOCATION, RFP SCOPE
Activity Description	Details of Warehouse / Spare inventory location region wise Location wise spare planning for each make/model of equipment

# REMOTE SUPPORT



Purpose of Activity	<p>TO PROVIDE TELEHONIC SUPPORT TO RECTIFY FAULT.</p> <p>TO PROVIDE L2/L2+ SUPPORT TO RECTIFY PROBLEM</p> <p>TO PROVIDE L2 ONSITE SUPPORT TO ADHERE SLA AND MINIMISE DOWNTIME.</p> <p>TO PROVIDE SKILL BASED RESOLUTION.</p> <p>TO MANAGE CHANGE MANAGEMENT.</p> <p>TO MANAGE CONFIG ERRORS AND RECTIFY REMOTELY.</p> <p>TO MANAGE PROJECT MANAGEMENT REPORTING ETC.</p>
Input	CUSTOMER BOQ
Activity Description	<p>Details of Warehouse / Spare inventory location region wise</p> <p>Location wise spare planning for each make/model of equipment</p>

# SERVICE LEVEL AGREEMENT



Comprehensive Support Plan
SLA
Onsite Assistance:
Onsite Skill Support
Telephonic Assistance
Part+ Labour Support
Onsite Part replacement
Call Login Email
Call Login Telephonic
Remote Support
Onsite Spare replacement
RCA
Log Analysis
Troubleshooting

As per Agreement
As per Agreement
YES
30 Mins
YES
YES
30 Mins
YES



This getting started SOW is part of our wide range of ICT services.

[Click here to explore our complete spectrum of services!](#)

- I IPL shall only provide freeware and legally free to download OS software, patches, firmware etc. Any soft/restricted software will not be supported by I IPL and will be back lined by the OEM/Customer themselves. I IPL support model – NO New Releases, Software, Firmware, License/subscriptions or patch and upgrades will not be part of this AMC.
- All Consumables Battery, Cables, Hinges, Power Cables, Network Cables would be chargeable Extra.

We shall only accept returns for hard disk, media under the AMC contract from the customers where the customer himself is responsible for data removal. Since data security is entirely customer's prerogative, the customer has to ensure that the data is removed before the hard disk/media is returned to I IPL.

