



Executive Summary

IT System Management Contract

Introduction

This **Executive Summary** is a separate, informal discussion of the key points of the foremost service offering of J.D. Fox Micro: The **IT System Management Contract**.

Intent of the IT System Management Contract

J.D. Fox Micro developed this contract so that you may:

- Get prompt and consistent support for your users.
- Have everything from routine system problems and major outages fixed promptly.
- Reduce the risk of data loss.
- Implement upgrades and expansions efficiently.
- Minimize and stabilize costs.

How it works

The contract gives you **comprehensive IT System management services** from J.D. Fox Micro. We take continuous responsibility for your network. It's not a package purchase of a set number of hours, like some other providers offer. We will watch your network remotely every day, and visit as often as necessary to ensure your IT System is running as it should.

The **flat monthly service fee** is based on your **operational requirements**, including your hours of operation, number of computers and users, level of continuity you require, and technical aspects of your system.

Services included for the flat monthly fee

For the flat monthly service fee, we will:

- Configure and monitor your system to minimize frequency and impact of problems.
- Perform routine management tasks, such as setting up user accounts.
- Ensure your data is backed up regularly.
- Respond to and fix problems within designated time frames.
- Configure and manage system security.
- Provide recommendations and plans for upgrading your IT System as appropriate.

What happens when problems occur

If you encounter a problem with your IT System, **we will fix it for no additional service fee**. If the fix requires new hardware or software, **you will need to purchase it**, however. But, we will only recommend new equipment when it is really necessary; otherwise we will figure out a way to fix your system without it.

When your requirements change

If you need to expand your IT System or your operational requirements, we will develop a draft plan to implement the upgrade required **at no additional charge**. The implementation of these upgrades may require **additional service fees**, which you will have the opportunity to approve or decline before work commences.

Hardware and software purchases

If you purchase new hardware or software from J.D. Fox Micro, we **guarantee** it will fit the intended purpose. In other words, if there is a problem integrating it into your new system, we will cover all costs of getting it to work.

You don't have to purchase anything from J.D. Fox Micro. You can buy it from any reseller you want. However, the process of integrating and supporting new equipment and software is more cost effective if you purchase it from J.D. Fox Micro.

Contract termination

Either side may terminate this contract for any reason at any time. But either side may owe a termination fee to the other party, depending on the circumstances.

Additional notes

- Your contract will specify the hours J.D. Fox Micro will provide service. J.D. Fox Micro will not provide service outside these hours, **even if it is an emergency**. If you think you or any of your employees might ever need service on weekends, holidays, or otherwise outside normal business hours, **ensure this is specified in your contract** before signing it.
- We do not perform user training. But, we will always provide training guidance relevant to your routine operations, recent upgrades, and patterns of problems we observe, to help you implement appropriate user training programs.
- This contract does not guarantee your system will never have problems. No IT service provider can honestly offer this. But, from years of experience, we know how to implement professional management practices so that **problems affecting productivity are rare**, and can virtually **never have a devastating impact**. Even if we do run into unexpected trouble, or it turns out that improvements we develop together just don't work out, we will be here to resolve the problem efficiently and effectively, because we will know your needs and your systems so well. These are the **key benefits** of an **IT System Management Contract** with **J.D. Fox Micro**.

I look forward to a long and mutually beneficial business relationship.

Jeffrey Fox
Founder and Operations Manager

J.D. Fox Micro
Information Technology Services