



# Block of Hours for Technical Support

*Proactively support your IT needs with an industry leader and pioneer*

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## Highlights

- Procure technical support quickly
  - Accelerate issue resolution
  - Increase operational efficiency and reduce downtime
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Every IT environment is unique, requiring customized support. IBM K-12 Education IT professionals are well versed in all aspects of Information Technology in school districts and are ready to provide support to assist with problem resolution or new solutions.

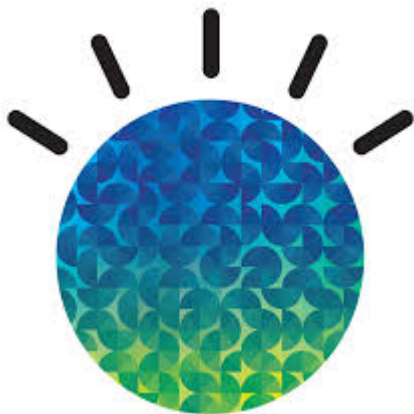
## Fast and flexible IT support

A Block of Hours for Technical Support provides the ultimate flexibility. It allows you to choose how you receive support per incident. In one situation you might decide to phone in and get help over the phone. In another situation, you might require help on-site. We let you make the decision as how best you would be served in each situation.

## 2<sup>nd</sup> level support when and where you need it

Our Block of Hours for Technical Support includes:

- A block of 50 or 100 hours
- Technical support via telephone, remote connection or on-site
- Problem determination and resolution
- New solution design
- Network design, installation, configuration, maintenance and tuning
- System set-up and configuration, update and upkeep
- Hardware and software upgrades
- Software installation
- Project Management



## Supported Technologies

- SchoolConnect
- LanSchool
- Printing
- Images created by IBM K-12
- Microsoft Windows
- Microsoft Server
- Microsoft Active Directory Services
- Microsoft Group Policy Objects
- Microsoft App-V
- Microsoft System Center
- VMWare
- IBM Tivoli Provisioning Manager

## Pricing

Part Number	Description	Cost
EQSV050	K-12 50 Hour Service Block	\$ 12,500
EQSV100	K-12 100 Hour Service Block	\$ 22,500

## Why IBM?

By choosing IBM K-12, you are choosing a trusted, industry leader — with extensive experience with configuring, installing and using the supported products — and more than 30 years of experience supporting school districts. Our IBM K-12 subject matter experts can help prepare you for today's challenges and tomorrow's opportunities with cost-efficient support — how you need it, where you need it and when you need it.

## For more information

To learn more about IBM K-12 **Block of Hours for Technical Support**, please contact your IBM Marketing Representative. For more information on all our IBM K-12 Consulting and Professional Services, visit:  
[www.ibm.com/industries/education/canada-k-12-service-briefs](http://www.ibm.com/industries/education/canada-k-12-service-briefs)



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