



## **Laptop Computer and Computer Cart Hardware Support Service Level Agreement**

### **1. Overview**

This is a Service Level Agreement ("SLA") between the PRDE and SESCO Technology Solutions to define:

- Two (2) levels of support categories: warranty supported, non-warranty supported
- Procedures and requirements associated with warranty supported and non-warranty supported
- NOTE: This SLA does NOT address software installed on the computer.

### **2. Service Category Descriptions**

#### **Warranty Supported**

SESCO TECHNOLOGY SOLUTIONS will support ALL laptop computers and computer carts, purchased through SESCO TECHNOLOGY SOLUTIONS and utilizing the approved PRDE image (if applicable), for the full length of the manufacturer warranty at no charge to the customer.

- Acer Laptop Computer covered by a standard 3 years warranty
  - Triplite Computer Carts covered by a standard 3 years warranty
- Support by SESCO Technology Solutions includes all repairs covered under manufacturer's warranty.

#### **Non-Warranty Supported**

SESCO TECHNOLOGY SOLUTIONS will support ALL laptop computers and computer carts, purchased through SESCO TECHNOLOGY SOLUTIONS and utilizing the approved PRDE image (if applicable). Hardware falls into this category if issue is not covered under the corresponding manufacturer's warranty. This category of support is appropriate for rare instances when the hardware presents a failure that is not covered under warranty. SESCO Technology Solutions will diagnose hardware issues, facilitate repairs and act as a liaison with the manufacturer. SESCO Technology Solutions will coordinate non-warranty repairs on the hardware and attempt to repair such. PRDE will be responsible for all costs associated with repairing non-warranty hardware. Hardware in this category will typically be determined on a case by case basis.

### **3. Roles & Responsibilities**

SESCO Technology Solutions Responsibilities:

- To replace, troubleshoot, repair, re-image (if applicable) laptop computers and computer carts within the timeframe specified in its impact level

PRDE Responsibilities:

- To contact the SESCO Technology Solutions Support Center call 787-772-6368 or email support@sescopr.com for all issues or requests concerning SESCO Technology Solutions provided hardware.

### **4. Requesting Service**

In Scope Services

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- Replace, troubleshoot, repair, re-image (if applicable) warranty supported laptop computers and computer carts
- To offer alternatives to non-warranty supported hardware

Out of Scope Services

- Offering assistance for unsupported hardware
- Troubleshooting unsupported hardware
- Supporting hardware not provided by SESCO Technology Solutions

**5. Support**

All supported hardware must be provided by SESCO Technology Solutions. Unsupported hardware will not be serviced by the SESCO Technology Support Center, nor will SESCO Technology Solutions offer any assistance in acquiring or installing unsupported hardware.

Incidents will be prioritized on a three level scale as follows...

Impact Level	Explanation	Example	Initial Response	Resolution
Level 1	Individual user(s) unable to perform job.	Machine will not boot. No alternative available.	Sesco will respond within one (1) business day	Sesco Technology Solutions will provide advanced hardware replacement within two (2) business days
Level 2	Individuals are affected, but still able to perform job duties	Individual component failure, e.g. CD ROM will not read disc.	Sesco will respond within two (2) business days	Sesco Technology Solutions will provide advanced hardware replacement within two (3) business days

**6. Hours of Coverage and Escalation Procedures**

Service Requests

The SESCO Technology Solutions Support Center is the initial contact for all service related requests. Phone Number: 787-772-6368 or email [support@sescopr.com](mailto:support@sescopr.com). Service hours are Monday-Friday: 8AM - 5PM. If PRDE does not receive a contact within the specified time for their Impact Level, an email should be sent to [adminsupport@sescopr.com](mailto:adminsupport@sescopr.com).

**7. Fees and Expenses**

Non-warranty repair costs when necessary will be presented by SESCO Technology Solutions to PRDE for approval.