



IT Expert Services

Service Definition

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1 INTRODUCTION

This Service Definition is subject to all terms and conditions of the Service Order to which it was attached. This Service Definition describes and contains additional terms that apply to Synoptek's IT Expert Services (the "Service").

The service definitions found herein reflect Companies standards at the time the Service Order(s) was issued. Company reserves the right to change any particular standard herein to reflect the current company's best practices or industry standards at its sole discretion with or without notice.

2 SERVICE OFFERINGS

Synoptek's IT Expert Services provide labor to help meet a customer's custom IT Service needs. IT Expert Services is a recurring service. Resources are scheduled in advance and are designated to a customer for a specific number of hours per month. On-demand resources and/or one-time project work resources are also available, but those are scheduled and resourced through Synoptek's professional services.

This service is not a replacement for an existing Synoptek service, but rather is designed to augment a service or provide additional capabilities to satisfy a customer's requirements. Specific requirements that need to be accomplished by Synoptek's IT Expert Services will be referenced in the Scope of Work as part of a Service Order or Change Order.

Synoptek provides two types of IT Expert Services:

1. Onsite Engineer – Synoptek will place an individual onsite, at a customer's location, to help with basic desktop support needs. This person is scheduled in advance on some form of recurring basis.
2. Designated Consulting Engineer (DCE) – Synoptek will provide an individual focused on specialized services to a customer. This person is designated to a customer for a specific number of hours on a recurring basis for the duration of the contract. This designated resource is scheduled for a minimum set of hours per month. This person is also available as a block-of-hours. This person can be onsite, but usually works remotely.

Both resources are typically charged hourly and have different rates based on the skill set of the individual, the service they need to perform, the timing and location for which they are scheduled. Synoptek may source these individuals from multiple places including staffing agencies.

For both scheduled hours and block of hours, any unused time does not carry over to the next month. Also, additional time may be added, but will incur an additional expense in the month that it is used. The rate for additional time is at the rate defined in the service order or change order. Notification will be given to the customer of the additional time before any work is done.

If there is travel cost as part of the services, it will be referenced in the Scope of Work as part of the Service Order or Change Order.

2.1 ONSITE ENGINEER

Synoptek will provide a resource onsite at a customer's location to help with basic desktop support needs. All Onsite Engineer work is recurring and is for the duration of the Term as set forth in the Service Order or Change Order.

The scope of support is as follows:

- Desktop and hardware support
- PC software support
- Deskside support
- Server support (limited to remote hands)
- Network support (limited to remote hands)
- Returns and RMA processing
- Inventory and Warehousing

Any additional scope of work should be defined in Service Order or Change Order.

Synoptek will manage the Onsite Engineer as part of the overall service delivery that is being provided to the customer.

Customer will provide an interface for the Synoptek Onsite Engineer to insure access to the location and any necessary systems to accomplish the relevant tasks for which the Onsite Engineer is assigned.

Customer will provide a suitable work environment for the Synoptek Onsite Engineer.

Scheduling will be done in advance (both days of the week and hours) to insure prompt and efficient delivery of the services.

2.2 DESIGNATED CONSULTING ENGINEER

There are multiple specializations for which Synoptek’s Designated Consulting Engineers can assist a customer as outlined in the table below. One or multiple DCE’s are provided per specialization. All DCE work is recurring and is for the duration of the Term as set forth in the Service Order or Change Order.

DESIGNATED CONSULTING ENGINEER	SCOPE
APPLICATION SUPPORT	<ul style="list-style-type: none"> • Consulting and support services for customer-owned server applications (i.e. Exchange/SharePoint). • Specific applications will be documented in the Service Order or Change Order. • Pricing per month will be calculated based on total agreed to hours per month X base hourly rate for the specific skill set as defined in the Service Order or Change Order.
DATABASE SUPPORT	<ul style="list-style-type: none"> • Consulting and support services for customer database environments (SQL, MySQL and Oracle).

	<ul style="list-style-type: none"> Pricing per month will be calculated based on total agreed to hours per month X base hourly rate for the specific skill set as defined in the Service Order or Change Order.
NETWORK SUPPORT	<ul style="list-style-type: none"> Consulting and support services for customer-owned network devices and unified communication systems. Specific systems will be documented in the Service Order or Change Order. Pricing per month will be calculated based on total agreed to hours per month X base hourly rate for the specific skill set as defined in the Service Order or Change Order.
SYSTEM SUPPORT	<ul style="list-style-type: none"> Consulting and support services for customer-owned server systems/storage (Windows, Linux and VMware/EMC). Specific systems will be documented in the Service Order or Change Order. Pricing per month will be calculated based on total agreed to hours per month X base hourly rate for the specific skill set as defined in the Service Order or Change Order.

3 SUPPORT

For both Onsite Engineers and Designated Consulting Engineers, Synoptek will manage the resources as part of the customer's overall scope of services. Synoptek may replace the resource at any time with a resource of a similar skill set.

For both Onsite Engineers and Designated Consulting Engineers, the required scope of work will be documented in the Service Order or Change Order. The customer will assist in providing expectations for the Synoptek resource's responsibilities.

3.1 SERVICE LEVEL OBJECTIVES

Synoptek will provide the resources with the necessary skills to effectively meet the customer's requirement. Any dissatisfaction with the resource should be communicated in writing to Synoptek within 1 week of dissatisfaction. Synoptek will try to address the situation by improving the resource or in some cases switching out the resource.

3.2 REPORTING

For both Onsite Engineers and Designated Consulting Engineers Synoptek can provide hours worked supporting a given customer and location upon request.

If Customer wants the Synoptek Onsite Engineer to enter tickets in their ticketing system, the Customer will provide reports on how many tickets the Synoptek Onsite Engineer has worked.

Any other specific reporting requirements will be specified in the Service Order or Change Order