

# SystemShield

Maintenance support for your phone system



AVAYA

Panasonic

Mitel

Splicecom

TOSHIBA

SAMSUNG

# Hello

M12 Solutions can provide service and maintenance support for your phone system; whether we supplied it or not we are happy to help. We offer a variety of different service levels all designed with your business needs in mind; from mission critical companies that require a bespoke service plan and support 24/7, to small offices requiring ad hoc support from 9-5. No matter how great your support needs are, we are confident that we can support and maintain your system with:

- ✓ Award-winning services
- ✓ Value added options
- ✓ Highly experienced engineers
- ✓ Round the clock support – 24/7/365
- ✓ Bespoke support
- ✓ Included software updates
- ✓ Proactive advice

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## High standards

We take our responsibility to keep your business communicating very seriously and have proven long-standing processes in place. Our highly trained engineers are always able to help and teamed with our unique customer portal it makes it easy for you to receive updates and manage your relationship with us seamlessly. You should see the value added benefits of our services and we hope to become amongst your most valued professional service through a business partnership that last many years.

“My measure of the added value we provide and the quality of backup our customers receive is based around the percentage of our clients that leave us to go to the competition. I am pleased to report that this is less than 2%, even so, the team and I still strive to improve our support levels.”

**Andrew Skipsey**  
*Founder & Managing Director,  
M12 Solutions*

“M12 Solutions provide us with an exceptional level of support and have tailored their services exactly to our requirements. We switched to M12 and have moved all our telephony services over to them and haven't looked back since. They are competitive on price but even if they weren't we'd stay with M12 for the level of great support they provide.”

**IT Manager, Dixcart**

Important recent statistics include:

- ✓ We support almost 20,000 items across the UK and internationally.
- ✓ Our service levels show over 65% of calls are cleared on the call within two minutes, 75% within 1/2 an hour, 85% within the hour and 100% within the agreed service level. The only exceptions are for problems out of M12's control such as BT or software issues.

“We have been so pleased with the superb service provided by M12 Solutions over the past year. They took over the support for our phone system at a critical stage for us and provided more than just support. 12 months down the line we have now managed to increase our call capacity at a fraction of the cost and each time we've needed something it's been dealt with immediately.”

**IT Manager, Creative Education**

# Level of cover



## Platinum

This level of cover is designed with the most business critical clients in mind. Our bespoke level of cover is built specifically to meet the needs of your business and the level of support required.

Most clients that choose Platinum SystemShield do so because they require support over and above what is delivered in the Gold and Silver SystemShield, for example, a guaranteed response window of 2 hours.



## Gold

This level of cover is designed for clients that need support outside of the standard working week:

- ✓ Support in evenings, on weekends and public holidays so that you can operate with no disruptions during the working day.
- ✓ Support whilst your business is operating in extended hours.

Many clients that choose Gold SystemShield are often mission critical and rely heavily on the sub four hour response time that is guaranteed with this level of support.



## Silver

This level of cover is designed for clients who only need service and maintenance support on work days, during working hours.

- ✓ Support 5 days a week from 9.00-5.30pm.
- ✓ Guaranteed 8 hour response.

People who chose Silver could wait until the following day for repair work if they call in the afternoon

Those who need us to work in the evening to repair before the following day select Gold cover.




## Bronze

Bronze SystemShield is available to companies that do not have an existing agreement in place. Clients who choose this level of cover are charged for time, materials and work that falls into the Additions, Moves and Changes\*\* (AMC) lead times.

\*\*AMC is incorporates any additions, moves or changes that you request to be made to your system. Charges apply for our labour and the materials used and are calculated on a case by case basis.



# Level of cover

|  | Platinum  | Gold  | Silver  |
|--|--|--|--|
| Bespoke agreement  | *  |  |  |
| 24/7/365 support   | *  | *  | Support 5 days a week<br>9:00am-5:30pm   |
| Guaranteed 4 hour response time to all faults  | *  | *  | 4hr system down/<br>8hr minor faults   |
| 24/7 secure access to M12's customer portal  | *  | *  | *  |
| Inventory, registration and management   | *  | *  | *  |
| Web, email or phone call reporting and updates   | *  | *  | *  |
| Guaranteed service levels  | *  | *  | *  |
| Monthly payment options  | *  | *  | *  |
| Up to 1 hour of free remote requests per month*  | *  | *  | *  |
| Advance remote work ticket purchase option for Facilities Management working supporting your system and system's users | *  | *  | *  |
| Free system software updates – only pay for associated engineering time  | *  | *  | *  |
| Pro-rata payment as new equipment and licensing is added   | *  | *  | *  |
| Same day actioning of requests for remote minor works  | *  | *  | *  |
| No claims discount   | *  | *  | *  |



## Bronze

Bronze SystemShield is available to companies that do not have an existing agreement in place. Clients who choose this level of cover are charged for time, materials and work that falls into the Additions, Moves and Changes\*\* (AMC) lead times.

\*4 jobs of up to 15 minutes each

# Peace of mind

Choosing a 3 or 5 year agreement guarantees our rates and helps you to secure a better deal for your advance commitment.

We know some people want the reassurance associated with the 4 reasons why anyone might wish to leave us.

## You could therefore exit if:

- You close your site down and have no further need for it.
- If a similar service from the average of three competitors is at least 15% less and we are unwilling to reduce our price.
- If we fail to perform in line with service levels. (95%)
- If we do not provide professional, responsive and courteous account management.

## Service guarantee

If we do not respond to your service request within the agreed Service Level Agreement (SLA) we will credit the equivalent of one weeks' maintenance for each day of no response. It is the client's responsibility to claim accordingly.

## No claims discount

If your system is so reliable that you have not used the M12 Solutions helpdesk for faults for more than two hours of timed support or more than 10% of the system value in any year – then we will reduce your annual fee by 5% per annum for up to five years\*\*\*.

\*\*\*Excludes any inflationary increases.

"We have found M12 to be polite, knowledgeable and efficient whilst treating us like human beings and valued customers."





**Chief Officer, Chelmsford Citizens Advice Bureau**

"I always find M12 Solutions to be extremely knowledgeable, professional and focused on meeting our needs. The technical expertise they bring to our business is invaluable and they are always there when we need them."

**Head of IT, Precision Profiles**

# Pricing

Just provide your specification or a copy of your last maintenance agreement for us to be able to provide an accurate figure with options.

| SystemShield pricing  | Cost   |
|---|--|
|  Platinum SystemShield | Calculated on a case by case basis                       |
|  Gold SystemShield     | Charged at 18% of the RSP value of the maintained system |
|  Silver SystemShield   | Charged at 15% of the RSP value of the maintained system |
|  Bronze SystemShield   | Calculated on a case by case basis                       |

## Discount options

Discount options are only available to clients who already use or intend to use M12 Solutions for their network services.

## Multiyear agreement

A discount of 7.5% per annum for a 3 year agreement.

A discount of 10% per annum for a 5 year agreement.

OR

A discount of 25% for the first year of a 3 year contract.

A discount of 35% for the first year of a 5 year contract.

| Additions, moves & changes  | Cost    |
|---|---------|
| One full day engineering<br>6 hours on site inclusive of travel costs                           | £600    |
| Half day engineering<br>3 hours on site inclusive of travel costs                               | £300    |
| Additional hours on site<br>By agreement per hour   | £100    |
| Remote works<br>Chargeable per 15 mins  | £25     |
| Remote works advance payments<br>Discount of 25% for blocks of 10 paid in advance – per 15 mins | £18.75  |
| Project management from lead engineer<br>Per day inclusive of travel costs                      | £750    |
| Travel time<br>Beyond the above charged per hour  | £40     |
| Air travel and parking<br>Over £10 per day is charged at cost                                   | At cost |
| Subsistence<br>Accommodation is charged at cost   | At cost |

## Other terms

All figures are subject to VAT at the prevailing rate. Jobs with a value of over £3,000 require a deposit of 50% and the remaining balance within 14 days of completion. Jobs with a value of under £3,000 can be added to your Direct Debit with your agreement or to be paid with 14 days of completion. Maintenance charges will be pro-rotated and charged in advance for the remainder of the current year.



# Zendesk Customer Portal

Zendesk is M12's online customer portal, provided at no cost to our customers. It provides you with complete visibility of the products and services that are supplied and supported by M12 Solutions. Our customer portal has helped us to prove the amazing response levels we provide to our maintained clients.

- ✓ Log a new support case against a product or network service, via email, help centre or phone.
- ✓ Login to our help centre to view tickets logged from your organisation, see each status and provide updates.
- ✓ Permissions based approach to logging and viewing tickets, useful for multi-site businesses.
- ✓ Help centre which provides a knowledge base of self-help articles and best practice guides.
- ✓ M12 implements strict SLA management and escalation metrics on tickets, with regular internal service management reviews to ensure support remains at the highest standard.
- ✓ View historic maintenance cases by site, date, type or user.
- ✓ Manage your own tiered access for users to access Zendesk.

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"M12 Solutions have supported our telephone, voicemail and call recording systems for some time now. If a problem arises then their technicians are quick to diagnose and repair. M12 gives us confidence that when an issue with the phone system arises it will be dealt with quickly and professionally."

**IT Manager, Karndean Flooring**

"M12 Solutions' engineers are much better than our previous maintainer. They show us what and how they programme so we can self administer. Their predecessor just went ahead and completed chargeable work, and we ended up paying for every minor adjustment. M12 Solutions' call centre advice has been invaluable."

**IT Manager, Raven Housing Trust**



# Special deals

1

## 4 months free maintenance

Up to 4 months free maintenance cover if you switch to M12 Solutions now. We will begin maintaining your system straight away and you only pay for 1 year. Your renewal date will stay in line with the date of your current agreement.

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2

## free software upgrade

Free upgrade to the most recent software available inclusive of up to 3 hours remote work.

[LEARN MORE](#)

3

## 20% off IP phones

20% off new IP phones for the first 6 months when moving from analogue phones.

[LEARN MORE](#)

0845 408 1212  
[info@m12solutions.co.uk](mailto:info@m12solutions.co.uk)  
[www.m12solutions.co.uk](http://www.m12solutions.co.uk)