

Introduction



Freestyle IT recognise the amount of time it takes in designing, deploying and maintaining software builds/images on client devices such as desktops and notebooks. To address this, Freestyle IT have designed a number of imaging based services which will enable the customer to free up their time to focus on the longer term strategic IT projects and let Freestyle IT manage their client images.

Service Description

This entry-level service is designed to provide the customer with pre-built hardware which will already have preloaded upon it the customers bespoke software build and applications.

A one off payment per image will initiate the service, whereby a certified Freestyle IT engineer will assist the customer in building the operating system and applications which will form the gold master image ready for deployment on new hardware. This setup fee also covers an element of pro-active updating where Freestyle IT will automatically as part of the service roll the image onto a new hardware platform. For example: if HP launch a dc8000 to replace the current dc7900 series desktop, Freestyle IT will automatically update the drivers within the image to work on the new hardware to allow for a seamless migration.



Once the customer places an order, the hardware will arrive at Freestyle IT's purpose built facilities where, for a small cost per device, it will have any additional components such as memory, optical drives and graphics cards installed and configured followed by the loading of the customers software image. The hardware will then be delivered to customer site and as a chargeable add-on service the hardware can be installed to the users desk by one of Freestyle IT's certified engineers with the old hardware and packaging removed and securely disposed of.

Service Deliverables

As part of the FITimage service, Freestyle IT will deliver the following service elements:

- Image setup – working with the customer to build their standard image (operating system and applications).
- Create a gold master image (using industry standard imaging software).
- Deploy the associated image onto each device purchased by the customer.
- Pro-active driver update should any model change.
- Customer initiated image update for applications (includes up to four customer requested updates per year).
- Hardware delivered to customer site pre-built and ready to deploy straight out of the box onto the users desk.

FIT2DESK – Client Installation Services

As an additional cost service, Freestyle IT can provide full desk side installation services covering the following service elements:

- Desk-side installation (client device, monitor and all peripherals)
- Copying and backing up of users files and settings
- User training on new hardware
- Acceptance testing
- Removal of all packaging

FIT4DISPOSAL – Disposal Services

As an additional cost service, Freestyle IT can provide a full disposal and recycling service to remove the old hardware and dispose of it in accordance to the WEEE Directive, issuing you with a certificate of destruction. Also available upon request:

- Provision of on-site equipment recycling box (www.greenitbox.com)
- Secure hard disk wiping
- Hard disk retention (allowing customers to keep the hard drives)

Frequently Asked Questions



In addition to the information provided overleaf, Freestyle IT have collated a number of questions and answers around what the service entails. This will provide a further insight into the service on offer and answer any questions that you may have. If you have any further questions that are not covered, please email your Freestyle IT account manager.

Q. How many different images and models can I have?

A. Customers can have as many images as they require to cover the number of different models they purchase. The setup fee will apply to each of the images required. It is also possible to have a number of different images for the same hardware platform. In this case Freestyle IT will allocate a part number to each image. For example, the customer could then order their standard HP dc7900 desktop and ask to have Image B installed on it.

Q. What happens to the image when a model changes or I change hardware vendor?

A. Included as part of the service, Freestyle IT certified engineers will automatically update the drivers when a hardware vendor changes their desktop or notebook model. For example: If HP launch a dc8000 to replace the current dc7900 series desktop, Freestyle IT will automatically update the drivers within the image to work on the new hardware to allow for a seamless migration. Also, if you decide to change hardware vendor from Dell to HP for example, Freestyle IT will also update the drivers within the image to work with the new hardware vendor.

Q. What happens if I need to change the image to update or install a new application?

A. Included as part of the service, Freestyle IT will allow for up to four customer initiated image changes per year for each image being maintained. Freestyle IT's certified engineers will work with the customer to re-build the image to reflect the new/changed applications and create a new gold master disk. Should a customer require more than four changes per year then this is possible at an additional cost per image that needs changing.

Q. Can I have a copy of the gold master disk to keep on-site for reimaging machines?

A. Yes, as part of the service, the customer will be supplied with a copy of the gold master disk should they require it. Each time the image is updated then a new gold master disk can be sent to the customer upon request.

Q. Is there a minimum order quantity?

A. No, there is no minimum order quantity or a set number of machines you need to purchase on a monthly/yearly basis. You just purchase the number of machines you require when you require them.

