

Introduction

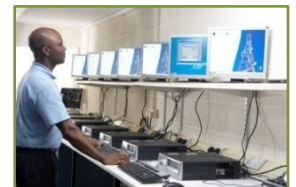


Freestyle IT recognise the amount of time it takes in designing, deploying and maintaining software builds/images on client devices such as desktops and notebooks. To address this, Freestyle IT have designed a number of imaging based services which will enable the customer to free up their time to focus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

Service Description

This enhanced level service is designed to provide the customer with pre-built hardware which will be pre-loaded with the customers bespoke software build and applications as with the FITimage Service, however the FITimagePro Service goes one step further and provides pro-active driver, BIOS and system software updates to the customers image.

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 the new hardware. Once the image has been created one of the client devices will remain with Freestyle IT where it will be pro-actively updated and tested with any newly applied updates. On a monthly basis these updates will be applied to the gold master image and then installed on all subsequent new orders from that date forward.



Upon request, Freestyle IT can provide the gold master image, however Freestyle IT can offer a fully managed Patch Management Service. This pro-active updating will also encompass any new hardware platforms. For example: if HP launch a dc8000 to replace the current dc7900 series desktop, Freestyle IT will automatically update the drivers and system software within the image to work on the new hardware 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 FITimagePro 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-actively update the image with the latest drivers, BIOS and system software.
- Updating the current image to work with new hardware in the event of a change of hardware model.
- 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.



FITupdate – Patch Management Services

As an additional cost maintenance & support service, Freestyle IT can provide a fully managed Patch Management Service that proactively tests and updates all drivers, BIOS and system software on your client devices.

FITupdatePro – Patch Management Services

As an additional cost maintenance & support service, Freestyle IT can provide a fully managed Patch Management Service that proactively tests and updates all drivers, BIOS, system software on your client devices as well as providing full operating system updates.

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 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 desktop and ask to have Image B installed on it. Each image will be pro-actively updated.

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 as well as the continual pro-active updates.

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.

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