

Support Plans

	SILVER	GOLD	PLATINUM
Unlimited UK Remote Technical Support	✓	✓	✓
3 Year Hardware Warranty (This warranty is inclusive of all parts and labour. If your machine is faulty we offer, at no cost, a 'Collect and Return' service; whereby our courier will be sent in the next day after a fault has been reported and will return the equipment to us for repair. *For devices not supplied by HardSoft or devices over 4years, Hardware cover is not included)	✓	✓	✓
Loan Device (While your device is being repaired)	✓	✓	✓
Ticket Based Helpdesk (Technical support by emailing support@hardsoft.co.uk M-F 9am to 5:30pm)	✓	✓	✓
Access To Online Support Portal (24hr access to our online knowledge base and support portal)	✓	✓	✓
Support Incident Response SLA (Technical Support Response time for incidents via our ticket system)	1 Hour	1 Hour	30 Mins
Apple Business Manager Enrolment (Manage your organisation's devices, apps, and accounts)	✓	✓	✓
Windows Autopilot Enrolment (Manage your organisation's devices, apps, and accounts)	-	✓	✓
Preconfigured Devices (Before we ship your new devices we can pre-configure any software or enroll into your MDM solution before the users receives their new device)	-	✓	✓
MDM Device Management Setup (Help from our Solutions Team to setup your Mobile Device Management solution to automate one touch deployment)	-	✓	✓
Access To Solutions Mentors (Our Solutions engineers can help answer your burning strategic or IT project questions)	-	✓	✓
Annual Onsite Visit (Book a HardSoft engineer to attend 1 day onsite per year at your office)	-	✓	✓
Ongoing MDM Device Management Support (Ongoing support from our Solutions Team to setup and manage your Mobile Device Management solution - JamF or Intune. Included with MDM licenses)	-	-	✓
Boomerang (Device reprovisioning service. Collection, reconfigure and shipping to new user.)	-	-	✓
Flying Squirrel Backup Solution (Backup solution for Microsoft 365 and Google Workspace)	-	-	✓
Quarterly Strategic Security Review (One of our strategists will review your device security and provide advice)	-	-	✓
Quarterly Activity Reporting (One of our strategists will analyse your ticket history and advise)	-	-	✓

Included for FREE with	Flexi Pure	devices for teams	Optional Upgrade	
Price for Non-HardSoft devices (per month per device ex VAT)	£10	£20	Over 40 users £30	Under 40 users £35