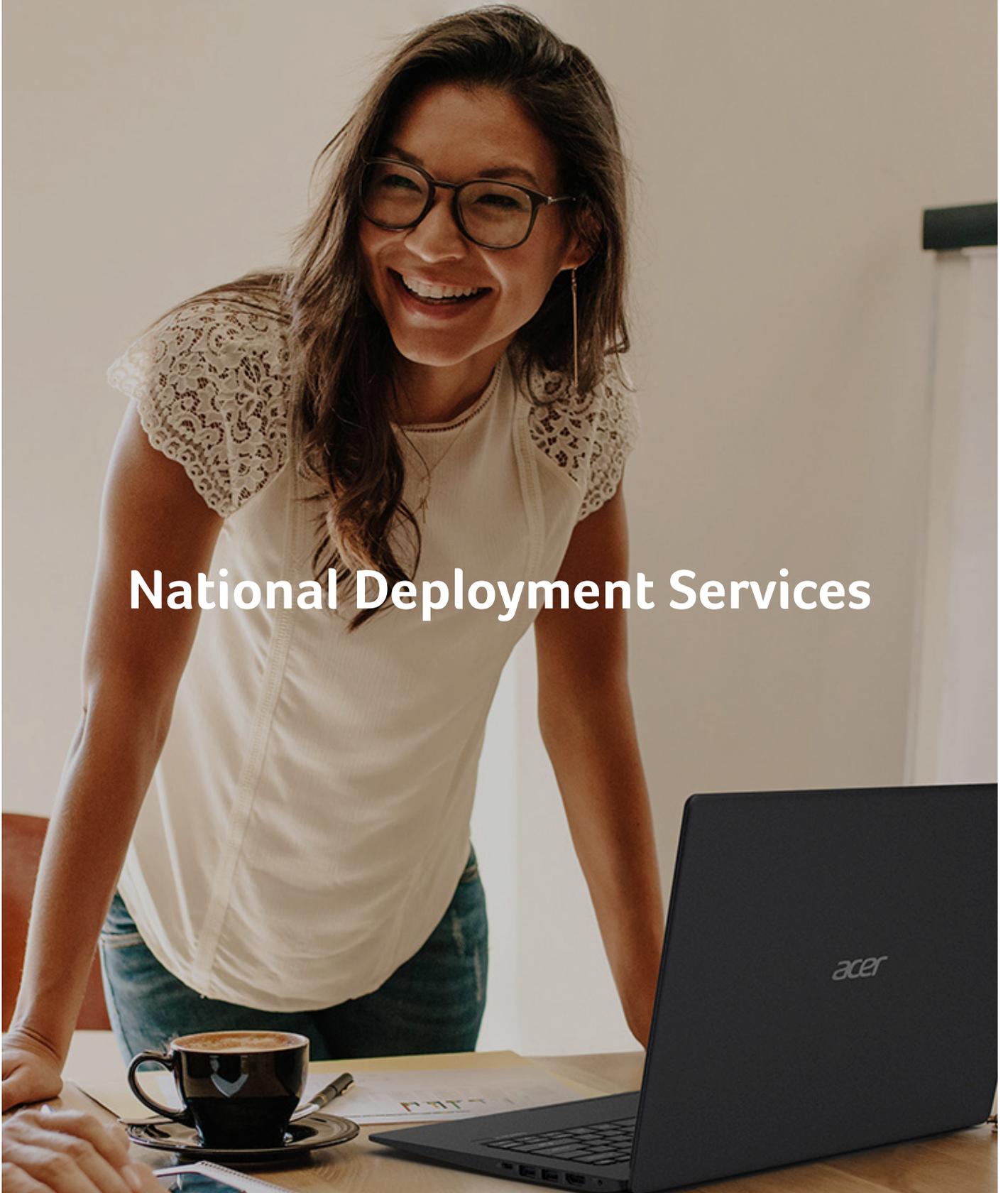


**MANAGED
SERVICES**

acer

National Deployment Services





Underpinned by more than 20 years of experience servicing some of Australia's largest government, education and corporate institutions, Acer Managed Services offer end-to-end, tailored solutions that meet your business needs.

Project Planning and Scheduling

Acer will appoint a project manager to work with you to coordinate all moving pieces to ensure a successful deployment that meets your requirements and timeframe.

Whether it is upgrading your existing units to deploying new hardware to support the growth of your business, Acer can develop a transition plan that is based on industry best practices and will ensure a consistent service is delivered. We will ensure a consistent service by using the long-term profile to forecast requirements and hardware supply, and then execute this to achieve flexibility and support changes without compromising on cost or milestones.





Warehouse and Logistics

Acer handles all warehousing solutions in-house at its state-of-the-art facility in Homebush West, Sydney. Our warehouse provides secure and insured storage for hundreds of pallets of client-owned and Acer inventory. We are a proven trusted pair of hands for our large corporate, government and educational clientele, where our warehouse is covered under CCTV security 24/7 and after-hours onsite security personnel weekdays and weekends.

To oversee the integrity of your IT stock, all relevant details on the supplied units will be recorded and monitored in our warehouse asset tracking system to manage and track components with ease.

Acer will arrange for delivery of equipment from our warehouse to specified locations:

- Secure storage
- Warehouse pick and dispatch activities —report provided
- Logistics to site

Installation

At Acer, no installation service is too simple or too complex. Our team of local, experienced technicians are nimble to your needs—from timed deliveries and simple unpack/power up, through to customised configuration and user acceptance testing.

Our basic installation service consists of unpacking and setting up the new devices onsite to be ready for use.

Our additional services include:

- Onsite Asset Management
- Software setup
- Peripheral setup
- Data migration
- User familiarisation with new SOE/Hardware features



In addition, Acer will create a detailed and comprehensive installation procedure document to deliver the onsite services.

As part of our standard installation process, our installation team will also provide additional kits to immediately respond with any DOA or hardware issues on the day—at no extra cost.



Special Deployments

In addition, we can provide specialised installations services such as:

- VIP Installation Services—access to Senior Technician, Ghosting the VIP's Hard Drive and providing a copy for the VIP
- End user assistance: Specialised training and floor walking to trouble shoot issues
- Kitted installations: Sending a bundle of hardware to the site—printers, servers, networking gear, thin clients, PC's for install/refresh of a complete infrastructure
- After-hours installation: for minimal impact to end-users
- Specialised skill installations: Server, SAN, NAS, Networking Infrastructure, Point of Sale equipment
- Monitor arm installations: Drilling into desks and vacuuming up afterwards

To find out more about Acer's national deployment services and wider Managed Services offering, email aca.pmd@acer.com or phone (02) 8762 3000.