One4Support™ B.V.
Nassaustraat 3, 2751 BD Moerkapelle
The Netherlands
((31) 79 – 593 5095 7 (31) 79 – 593 5055
Info@one4support.nl www.one4support.com

Minimum System Specifications and Requirements

To ensure the managed IT services are delivered effectively, and the supported systems are optimized to work efficiently at peak performance, **One4Support** has created an optimal support configuration for the **One4Support** managed IT environment. The optimal configurations and minimum system requirements are detailed below.

1. Supported Hardware Configurations

One4Support identifies 3 types of computer system configuration:

a. Single systems (*desktop and laptop*) = **Fully Supported**.

b. Server based network with systems attached **= Fully Supported**

c. Non-server services network. *(PC's connected in a network without a domain / Mix of desktop PC's and servers, mainly used where applications require server operating systems)*
= Fully supported, except for user management and network management.

o Hardware Recommendations / Requirements:

A server, as mentioned in 1.b, is defined as a computer that provides services and manages the whole network, i.e. file sharing, web based applications, web server, database server, exchange server, active directory.

A server is not recommended to be used simultaneously as a workstation seat as it reduces network performance and the risk of the user inadvertently adversely impacting server functions.

A terminal server can be used to work remotely, but can not simultaneously act as an Exchange Server, a Database Server or Small Business Server.

2. Supported Operating Systems

a. Windows 98 /NT4 / ME system

- ü Will benefit from the basic level service and the **One4Support** consultant will work with the customer to enhance the performance by upgrading the systems to the full support.
- ü **One4Support** will ensure the systems are able to start up, but can not guarantee optimal performance,
- ü **One4Support** will not patch or update the systems.
  - o **Customer will be required to upgrade all contracted systems to an Operating System listed under b. below within a 6 months window.**

b. Windows 2000 versions / Windows 2003 versions / Windows XP versions
- ü Fully supported and optimized.

One4Support™ B.V.
Nassaustraat 3, 2751 BD Moerkapelle
The Netherlands
((31) 79 – 593 5095 7 (31) 79 – 593 5055
Info@one4support.nl www.one4support.com

3. Minimum and Preferred System Requirements:

a. The minimum system configuration is the entry point at which **One4Support** will provide the basic support service.

b. To maximize system uptime, offer managed services and ensure customers benefit from optimal performance, **One4Support** strongly recommends that all systems meet or exceed the preferred configuration level.

c. The basic service means **One4Support** can **not** guarantee full optimization and support of the systems. This entry point must be seen as the foot in door with **One4Support** working towards the preferred configuration.

d. Whilst the customer environment is being moved from minimum to preferred status, the customer must expect interruptions to his systems and the systems MUST be available during working hours for **One4Support** to work on. During the minimum status, the response time from **One4Support** is longer due to the systems not being optimally configured.

e. The actual **One4Support** hours required to move from minimum to preferred status is billable work over and beyond the managed service fee.

f. The preferred status will offer the customer a fully serviced environment, i.e. optimally configured back-up, user rights, printer management, patches, updates and pro active management of the systems.

g. The response time of **One4Support** SLA only applies in the preferred status.

Operating System	Minimum Configuration	Preferred Configuration
Single Systems:		
Windows XP	256MB	512MB
2000 PRO	256MB	384MB
Server Systems:		
2000 Server without exchange	384MB	512MB
2000 Server **with** exchange/ SBS	512MB	1GB
2003 Server	512 MB	1 GB
Processors		
Single systems	Pentium 3 1GHZ or higher, Pentium 4 Celeron	AMD Athlon or higher, Pentium 4 or higher (dual processors / cores)
Server	Pentium 3 1Ghz or higher	AMD Athlon or higher, Pentium 4 or higher (multiple processors / cores)
2003 Server	Pentium 4 Ghz or higher, AMD Athlon or higher	AMD Athlon or higher, Pentium 4 or higher (multiple processors / cores)
Hard Disc Space		
Single systems	20GB	40 GB
Server	20GB	40 GB (Raid 1+)
Hard disc free space (to be available at all times)		
Single systems	2 GB	5 GB
Server	2 GB	5 GB
Network / LAN		
Lan (100MB)	Hub	Switch
Internet connection		
Internet link	Broadband (Ethernet based) 512K down / 128 up **Will NOT support USB**	

One4Support™ B.V.
Nassaustraat 3, 2751 BD Moerkapelle
The Netherlands
((31) 79 – 593 5095 7 (31) 79 – 593 5055
Info@one4support.nl www.one4support.com

4. Internet Provider Support Guidelines:

a. **One4Support** provides managed services and support based on the ability to gain remote access and freely communicate with the customer systems. As a result of this requirement, **One4Support** have identified providers who cause service delivery difficulties. These will be updated from time to time:

- AOL – qualifies for minimum support, because it inherently blocks and holds Email. The issue is eliminated by upgrading to a recommended broadband solution that is more suited to business requirements.

b. Customers running a Web server, a Mail server or a VPN must have a fixed IP address with a broadband based modem installed.

5. Software Support Guidelines:

a. **One4Support** supports systems and software where the official license key and media is available at the customer site.

b. **One4Support** will support Microsoft based products able to work on the customer system. Microsoft Operating System support is offered standard as part of the managed service fee.

- ü All other products fall outside the standard managed service coverage and will be billed separately to the customer.
- ü Product user support is not covered under the managed service offering ("how to")

c. **One4Support** will produce a list of OTHER SOFTWARE which it's functioning on the customer systems **One4Support** is willing and able to support.

- ü This software list will be updated regularly through requests coming from resellers and end-customers for support.
- ü If the software product is known to **One4Support**, the reseller will receive within 1 week the answer if **One4Support** can or can not support the product.
- ü For UNKNOWN products presented to **One4Support**, it is the responsibility of the reseller to make the software available to **One4Support** to investigate. This investigation is billable at € 150,00 for each event. Product user support is not covered under the managed service offering.

d. **One4Support** will produce a LIST OF SOFTWARE it does NOT support. If any of this software is installed on the system, **One4Support** will not guarantee optimal system configuration or the system not crashing.

e. It is the responsibility of the customer or reseller that **One4Support** have access to the customer systems **One4Support** cannot be held responsible if user systems or server are not ready and/or able to work with its remote management agents, due to any type of software or hardware that BLOCKS access from **One4Support** to the system or server. For example: s/w firewall, hardware firewall, spyware, spam filters, etc, i.e. Internet Security, Zone Alarm, Anti-Hacker or any software / hardware that blocks port 5721.

One4Support™ B.V.
Nassaustraat 3, 2751 BD Moerkapelle
The Netherlands
((31) 79 – 593 5095 7 (31) 79 – 593 5055
Info@one4support.nl www.one4support.com

6. IT infrastructure:

As part of the managed service agreement, **One4Support** is not responsible for the physical IT infrastructure at customer site. The need might arise where **One4Support** needs to have the network environment examined /surveyed by a 3rd party network company to determine IT infrastructure compatibility. The consultant or **One4Support** can recommend such 3rd party companies.

7. Hardware compatibility:

One4Support can provide a hardware compatibility list for routers, printers, firewalls and wireless components as required. A list of non-supported hardware will be published on One4Support Website.

Wireless systems: **One4Support** can only provide best effort in supporting this environment.

8. Miscellaneous:

a. **One4Support** reserves the right to cease its service if a system or server proves to be faulty causing abnormal amount of service support.

b. **One4Support** managed services does not include installations repair or reconfigurations. This is an additional service that will be billed to the customer.

c. **One4Support** is not responsible for repeating issues caused by the end user, i.e. changing of system settings.

d. **One4Support** will only support software that is meant for the correct operating system, i.e. only server software on a server and only workstation/notebook software for a single station.

e. **One4Support** will only support the software specification use of the manufacturer; **One4Support** will only support the software and its environment if the minimum requirement of the software vendor is met.

f. Hardware delivered by a 3rd party has to be made working and operational by the 3rd party (either **One4Support** reseller or 3rd party reseller), and be made available for **One4Support** managed services.

g. **One4Support** is not responsible for assistance if 3rd party, IT reseller or end-customer do not provide complete system information, i.e. passwords etc.

h. Removal of viruses, Spyware and root kits before **One4Support** support services commences is not covered under the **One4Support** managed support agreement and will be billed to the customer.

i. **One4Support** will only support approved updates it certifies is okay. If a customer updates or patches its system on its own risk and requires support, this service will incur a charge.

j. Clean-up of system junk, reconfiguration of DNS is not covered under the managed service fee and customer will incur a charge for this.

k. **One4Support** should be allowed full access to systems and the server within normal business and service hours. If a ticket is raised and the system or server is off line, the fix time will be reduced and it will be re-prioritized accordingly. If the **One4Support** Technical Team is not able to work on machines, they reserve the right to close the ticket.

One4Support™ B.V.
Nassaustraat 3, 2751 BD Moerkapelle
The Netherlands
((31) 79 – 593 5095 7 (31) 79 – 593 5055
Info@one4support.nl www.one4support.com

9. Time Restriction or Allocation by user

a. Pro active **One4Support** initiated work does not fall under a user time restriction.

b. End User initiated requests for new items or alterations to their system are not to exceed 1 hour in any given month. Examples :

- ü mail passwords change/retrieval,
- ü mail rights,
- ü additions of components (example one user adding 20 new printers) ,
- ü toolbars amendments,
- ü Repeat fixes, etc.

c. Fair use policy: on any reported issue to **One4Support** a maximum coverage of 2 working hours is included.

==========