



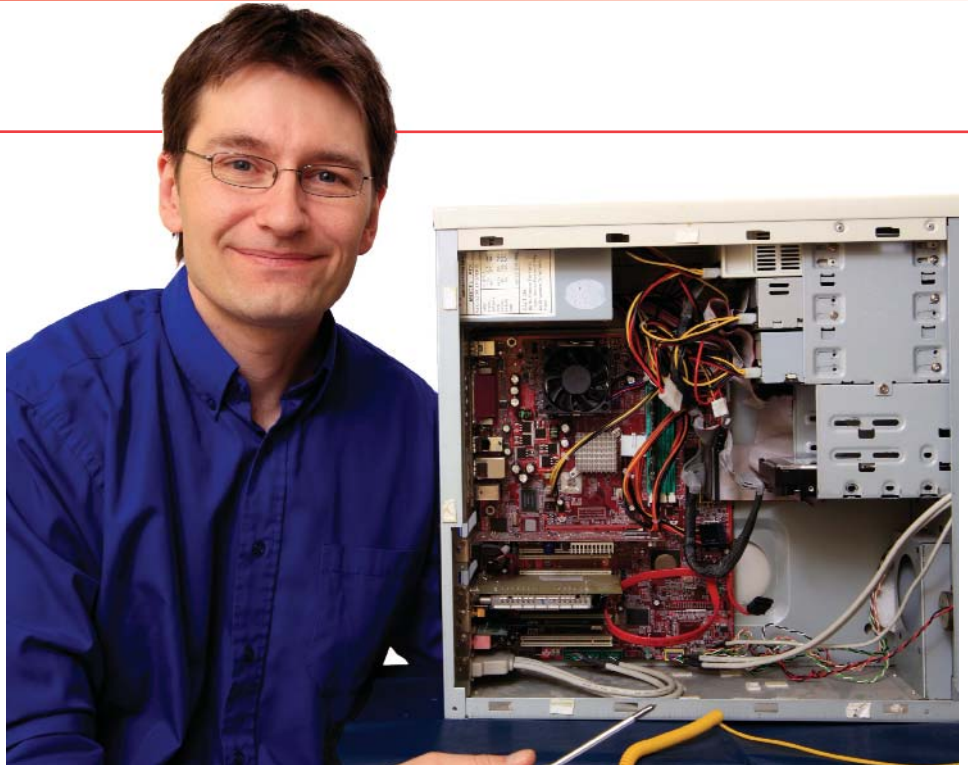
Concorde Services

BaseCARE

BaseCARE is Concorde's nationwide, fix-or-swap out desktop support service for all mainstream PCs, Laptops and Peripherals.

BaseCARE is a basic service that endeavours to repair or replace equipment within a reasonable time frame. In the unlikely event that your equipment cannot be fixed onsite, it can be replaced with a loan or swap-out unit and then repaired at our main repair and logistics centre.

A variable Service Level Agreement can be arranged, whereby we keep spare units on your behalf with your software image preloaded.



Standard features:

- Downtime minimised - productivity maximised
- SLAs tailored to your needs
- Extensive stockholding enabling cover for mainstream manufacturers
- Competitive pricing

Options:

- 1st time fix
- Loan equipment provided

Typical Cover Periods & Fix Times

- 4-hour response / 4-hour fix (8 hours)
- 8-hour response / 8-hour fix (16 hours)
- 16-hour call-to-fix
- Next business day

