

Managed Services Vendor Comparison Worksheet

Comparison Item	Hyde Telecom	Vendor B	Vendor C
<u>Full Services and Warranty</u>			
What is the cost of your parts warranty for years 1-5?	Included	_____	_____
What are your Maintenance Agreement costs for years 1 . 5?	Included	_____	_____
What is your charge for No Trouble Found?	\$0	_____	_____
Do you provide free on site consultation?	Included	_____	_____
What is your trip charge associated with service calls?	\$0	_____	_____
What is your hourly labor for service related work on the proposed equipment?	\$0/hour	_____	_____
<u>System Training</u>			
Is onsite training provided?	Yes	_____	_____
If no, what is the cost for onsite training?	\$0	_____	_____
Do you provide ongoing customer support up to 40 hours?	Included	_____	_____
<u>Flexibility for Growth and Updating Technology</u>			
Can you provide me with a list of commonly added items and the amount it will cost for me to add them on at any point in the next 5 years?	Yes	_____	_____
Am I able to upgrade to new technology at anytime with no major cash output?	Yes	_____	_____
Do you have a program that allows me to keep my payment the same while being able to refresh my technology?	Yes	_____	_____
<u>Risk of Loss Insurance</u>			
If my phone system is not functional due to an earthquake, fire, theft, lightning, water damage, smoke, or any other Act of Nature, are you providing insurance that will cover the phone equipment?	Yes	_____	_____
What is the deductible associated with making a claim?	\$0	_____	_____
Will filing a claim affect my business insurance rates?	No	_____	_____
<u>Serving as your Business Partner</u>			
Do you provide on-going user group meetings for networking and continuing education for your customers?	Yes	_____	_____
Do you provide unlimited consulting services to your clients?	Yes	_____	_____
Do you provide project management services for the initial implementation?	Yes	_____	_____
Do you provide project management services for the next 5 years?	Yes	_____	_____
How many product proposed certified technicians do you have?	10	_____	_____
How many years has your company worked with the product proposed?	10	_____	_____
On average, what is the response time for service calls?	24 Hours	_____	_____
What is the response time for emergency calls 7 days a week, 24 hours/day?	3 Hours	_____	_____
<u>Preventative Maintenance and Cost Savings Analysis</u>			
Do you provide an annual preventative inspection and cleaning?	Yes	_____	_____
How much does that cost?	Included	_____	_____
What is the cost for local and long distance audits and recommendations?	Included	_____	_____