



## Oregon PA #3100

- Proven
- Affordable
- Immediate

*"CCM's customer support specialists delivered over 14,000 positive customer experiences in 2002"*

Cascade Computer  
Maintenance, inc.  
2003

# CCM State of Oregon Service Levels WhitePaper

PA# 3100 now replaces PA# 7274 for information technology infrastructure support and service. With Oregon's new price agreement comes several exciting changes to how service level is delivered. In Oregon's previous agreement service level was measured by the vendor's response. For Example, an Agency could purchase contracted maintenance services with either a four hour or eight hour response.

PA# 3100 now offers Oregon's Agencies "Restore to Service Time-frames" or "Up-Time" service levels. Oregon Agencies can purchase contracted maintenance services with eight (8) hour, sixteen (16) hour or twenty-four (24) restore to service time frames. Through Oregon's new PA# 3100, CCM will restore the failed device back to service or install a comparable loaner within the specified time-frame (8,16 or 24 hours).

### Features

"Restore to Service Time-frame"

Choose Your Service Level

Loaner Equipment

One Hour Call Back Time frame

Scheduled Service Review Meetings

### Benefits

Rather than measure service level in terms of response, Oregon's Agencies can now enjoy superior "Restore to Service time-frames." Restore to Service or Uptime contracts guarantee your Agency a time-frame in which a troubled device will be restored to service. This incredible benefit now dramatically reduces the duration of downtime events while also setting realistic expectations.

Your Agency can now choose between eight (8), sixteen (16) and twenty-four (24) hour uptime contracts. This new flexibility allows your Agency to choose the best possible service level to fit your Agency's requirements. Feel free to mix and match service levels to best fit the needs of your department and equipment types within your Agency. For example, mission critical equipment like servers or high use network printers should be covered by an eight (8) hour uptime contract. Where as your general purpose workstations may only require a sixteen (16) or twenty-four (24) hour contract. The important factor is that now the choice is yours, giving you the best possible service at affordable pricing.

For extended repairs Oregon's PA# 3100 provides loaner equipment at no extra charge. When it's not feasible to repair your equipment within the contracted service level, CCM will install a comparable loaner to get your Agency back up and running - business as usual.

Oregon's PA# 3100 provides a one hour call back commitment. This means your users are not left hanging without answers. An experienced CCM technician will contact the end user to coordinate a repair strategy and set an ETA to restore your equipment to service.

CCM provides, at no extra charge, service review meetings. We recognize that your feedback will help us continually improve upon the service you receive. This feature also allows us to tailor and fine tune your service. The result is a superior service experience.

### Do This Next...

1 **Email** [info@ccmaint.com](mailto:info@ccmaint.com) for more information regarding Oregon's PA #3100

OR

2 **Call** Don Kerzel at (800) 421-7934