

## Somerville Elite Support

We know that schools need proactive, dependable and responsive support to ensure optimal learning and reduce downtime. That's why we've developed a reliable and cost-effective package that provides the highest level of support to your school with guaranteed Service Level Agreements.

The Somerville Elite Support package includes:



A technician that works with you and has ownership of the school notebook repairs



The ability to log repairs and view device history online



On Site repairs, daily if required



A Guarantee that >95% of repairs will be completed inside 1 day\*



Priority access to Somerville Spare Parts holdings and technicians van stock



Access to loan devices should Somerville be delaying a repair over 1 day



A Guarantee that repairs for accidental damage won't exceed \$100 and no claim forms to complete

## Why Somerville Elite Support?

At Somerville, we believe technology should help deliver the educational outcomes your school is striving for, not hinder them. This is why our Elite Support Program is such an integral part of our one-to-one Notebook Program