



Product Information Sheet

Hardware & Software Support From CMS Software Ltd

“CMS Software has the all round ability and technical know-how to install, maintain and update I.T. systems within the SME marketplace and Automotive Dealer Network.”



Some of the key benefits and features are:

- System Installations
- Project Management
- Hardware Support
- IBM X series, HP Servers, Dell Poweredge
- IBM 6000, IBM AS/400 & Bull Escala
- Windows Software Support
- Peripherals Maintenance
- Full support of Ford BCM units



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CMS Software Ltd

CMS Software has the all round ability and technical know-how to install, maintain and update I.T. systems within the SME marketplace and Automotive Dealer Network. The details below provide an overview of the products and service that are covered by CMS Software Ltd.

CMS Software will streamline your support by becoming a single source of contact and administration, co-ordinating the various agencies to deal with your issues as they arise. An added benefit of this service is the ability of CMS Software to “block purchase” onsite maintenance agreements which in turn provides you with a comprehensive source of repair specialists at highly competitive rates.



Hardware Support

CMS Software currently provides support for Windows based servers from manufacturers such as IBM, HP and Dell plus many more. These servers are fully supported by CMS in all aspects of their operational life and are maintained on site by our business partners as well as remotely from our office based in Upminster; Essex by our Windows certified technical support staff. This is to provide you with peace of mind that your IT infrastructure is cared for and kept in working order.

An example of the types of servers supported by CMS Software are:

- IBM X series range of Windows servers
- HP ProLiant, ML, DL & BL servers
HP Integrity, Entry Level - RX2660, RX3600 & RX6600,
Mid Range - RX7640 & RX8640, High End - Superdome servers
- Dell PowerEdge range of Windows servers

In addition to Windows based servers, we provide hardware maintenance for the following mid range server platforms; IBM RS6000, IBM AS/400 & Bull Escala range. This can include Systems Environment Support (SES) and AIX support if required.



Software Support

CMS Software is an accredited member of the Microsoft Partner Program. We are able to provide second and third line technical support to your IT staff for your Windows server applications and operating systems. For companies with limited IT staff resources we also provide first line support for those day to day problems.

We provide cover for a range of Microsoft Server operating systems & applications and workstation operating systems including:-

**ISA 2000 – 2006
Exchange 2000 –2007
SQL 2000 – 2005
Windows Server 2000 – 2008
Windows 2000/XP/Vista**



BCM (Ford dealers)

We are able to provide full support for the Ford BCM system which can be added to the hardware/software support cover required.

SLA and Contracts

All of our contracts are tailored to meet our customer requirements and expectations. They include (Service Level Agreement) SLA's ranging from Mon- Fri 09.00 to 17.00 with an 8+8 cover, up to 24/7 cover with a 2 hour response.

The various SLA's available are agreed after consultation with CMS and can be mixed and matched according to your sites individual requirements and system setup.



Peripheral Support

Apart from support for your main server infrastructure CMS Software can also provide support for your system peripherals, An example of the peripherals supported is:-



- **Scanners:-**
Canon, Fujitsu, Kodak, Panasonic

- **Printers:-**

Lasers:- HP, Lexmark, Dell, Oki, Tally, Genicom

Dot Matrix:- Epson, Tally, Genicom, Oki

Line Printer:- IBM, Tally, Genicom,
Printronic



- **Optical Drives:-**
Plasmon, DVD-ReWriters, CD-Roms

- **Tape Drives:-**
DLT, LTO, DAT/DDS



System Installation



To compliment our hardware maintenance and software support contracts we provide network design and implementation services to a large proportion of our existing customers.

This facility is available to new customers as well as our existing client base. We are able to install your current IT requirements whilst looking to the future to plan for new technologies and upgrades and growth in your business.

We provide full project management incorporating, site visits, system design and planning to make sure your new IT installation is carried out correctly and in a time efficient manner.

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