

CUSTOMER SUPPORT

Overview

Customer Support Services maintains King County’s computers, workstations, peripherals, mobile devices, system access, and enterprise applications such as Microsoft Office and Skype for Business.

Value

Our goal is to provide customers with modern equipment, up-to-date systems, and first-class customer service, allowing you to focus on your work and not your computer issues. We strive to enhance the reliability and stability of your devices through IT standardization. For example, computer equipment is replaced every four years to ensure operability. To minimize costs, customers are encouraged to review business needs annually, including the number of devices and device types their employees will need to be successful.

Services Include

- Unlimited access to the IT Service Center (i.e. Help Desk)
- Lifecycle management of workstations, including installation, maintenance, and decommission
- Support for Microsoft Outlook and Office, SharePoint, Active Directory, and IT security systems
- Skype for Business and other telecom needs
- Network connections
- **Available to Executive Branch departments**
 - Includes network connectivity, email, and access to the IT Service Center, as well as countywide productivity tools, workstation equipment, maintenance, and support.

- **Available to Separately-Elected agencies**
 - Includes network connectivity, email, basic IT Service Center requests, and licenses for enterprise-wide productivity tools.
- **Optional services include**
 - Specialty software, second monitor, smartphones, peripherals, staff moves, custom support, express services, and full KCIT Service Center support for separately elected agencies.

RATES (annually, per device)

- Standard desktop service: \$3,571
- Performance desktop service: \$3,649
- Standard laptop service: \$3,778
- Rugged laptop service: \$3,948
- Premium laptop service: \$3,937
- Custom workstation service (excludes hardware): \$3,297
- Seasonal workstation: \$1,298 (\$708 electeds)
- Kiosk service: \$1,413 (\$823 electeds)
- Mobile device service: \$55
- Connection cost only: \$1,748 (elected)
- Application access: \$287 (external users)
- Email only: \$127 (external users)
- Email only: \$157 (internal users)

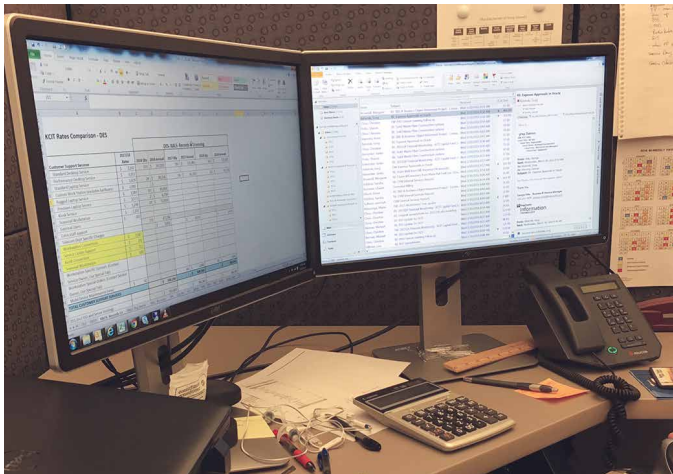


CUSTOMER SUPPORT

continued



The right advice and the right device can help your teams maximize efficiency. We want you to focus on your work and not your computer issues.



Second monitors are an option for staff. Other optional services include smartphones, staff moves, specialty software, and peripherals.

Project Profile: Unified Communications

Communications are critical to King County staff and KCIT provides reliable solutions for doing everyday work more efficiently. Unified Communications and Skype for Business aligns with other IT components such as Microsoft Outlook and Office 365. This allows users to hold a conference call, instant message during that call, and share project documents all at the same time.

