

SURF EASY SOFTWARE INSTALLATION SERVICES

Feature	DIY Check	Installation on a standard PC in our office	Installation on a non standard PC in our office	Remote Installation	Image Creation
Description					
Overview	You install Surf Easy yourself and once complete an Arinda technician logs in remotely and double checks your setup, and reports back with any issues or changes that need to be made.	If you have a Dell Optiplex, Dell Vostro 320 or Lenovo ThinkCentre PC then you can send it to us and a technician will install all software and prepare the PC ready for use, including loading your settings. We will then ship the PC back to you.	If you have any other type of PC then you can send it to us and a technician will install all software and prepare the PC ready for use, including loading your settings. We will then ship the PC back to you.	You install remote access software on your PC then our technicians connect remotely and completely install all software and prepare the PC ready for use, including loading your settings and rebranding the user screens.	Send us your PC and an Arinda technician will prepare an image that you can use to quickly deploy other identical machines. Includes an Acronis True Image licence, USB HDD, and imaging instructions.
Suitability	Clients with a good level of IT knowledge who can complete the installation & configuration themselves, but who want the benefit of a final check by the experts.	Clients who understand that some things are best left to the experts, and want to outsource the installation to ensure their PCs are 100% ready for the end-user.	Clients who understand that some things are best left to the experts, and want to outsource the installation to ensure their PCs are 100% ready for the end-user.	Clients who want to outsource the installation process but also want to keep their hardware on-site or avoid the cost of shipping their hardware to Arinda.	Clients with a high level of IT knowledge who want to be able to deploy multiple identical PCs with minimal time and fuss. Previous imaging/ghosting experience is required.
Compatible Computers					
Model or type of PC	Any	Dell Vostro 320, Dell Optiplex or Lenovo ThinkCentre PC	Any	Any	Any
Turnaround Time					
Typical Turnaround	3 hours	1 to 2 business days	3 business days	3 business days	2 business days
Availability	9am to 5pm, business days	9am to 5pm, business days	9am to 5pm, business days	9am to 5pm, business days	9am to 5pm, business days
How is the installation provided?					
Via Remote Access	Yes	No	No	Yes	No
Ship your PC to our head office	No	Yes	Yes	No	Yes
Imaging / Cloning / Ghosting Pack					
Acronis True Image licence	No	No	No	No	Yes
Image file specific to your PC	No	No	No	No	Yes
New external USB HDD	No	No	No	No	Yes
Pricing					
Price	\$59 per PC	\$125 per PC	\$295 per PC	\$475 per PC	\$595 per image
Client pays shipping	n/a	Yes	Yes	n/a	Yes

PLEASE NOTE:

- The Image Creation price is per image. An image is made unique to the PC hardware, and so an image file is required for each PC model. If you want Arinda to check a new PC after it has been imaged then the DIY Check pricing applies per each PC you want us to check.
- Graphic design work is not included. Graphic design services are available separately. On-site installation work is not included. On-site installation assistance can be quoted separately if required.