

0870 766 2526

sales@lanserve.co.uk



Introducing Lanserve UK Ltd

Specialists in Business to Business IT Solutions and Support

business solutions connected

www.lanserve.co.uk

Hydra Business Park - Nether Lane - Ecclesfield - Sheffield - S35 9ZX

Our Mission

“ Our aim is to be an industry leader for service excellence and value for money in order to achieve the highest level of customer satisfaction. We work in partnership with our customers to analyse applications, discuss alternatives and provide the most effective solutions. We endeavour to offer our customers the best products and services on the market and provide them a level of support that is not only personal and professional, but second to none.”



Frazer Lummus

Managing Director, Lanserve UK Ltd.

Introduction

Welcome to Lanserve – Business Solutions Connected

We at Lanserve are dedicated to providing effective IT business solutions on a local and personalised level for all those who seek to benefit from dealing with a professional and established IT company. Lanserve is a strong market leader both in the supply of computer equipment, its installation and its regular maintenance. In addition, we are an excellent provider of quality IT support and technical guidance. Our way of managing systems and networks through personalised and professional business-client relationships is changing the way businesses source their IT.

We at Lanserve are a team of experienced and technologically adept professionals with over fifty years combined sales and support experience. We always go the extra mile to ensure that the job is not only done, but completed with the highest level of skill and professionalism.

This document is designed to outline the services that we at Lanserve have to offer to both our existing and new business customers.

Lanserve Services

In brief, Lanserve can offer you the following services at affordable and competitive rates. Note that this list is by no means exhaustive and we at Lanserve can offer additional and bespoke services for the differing needs of individual clients:

- Full System Build and Installation, Network Setups and Software Supply
- Network Consultancy including Project, Installation and Configuration Advice
- Quality Service and Support Contracts ranging from Remote Access to Full On-site Maintenance Visits
- Cabling Solutions using Category 5E, 6 and Fibre Optic Options
- Bespoke Servers and Workstations
- Hardware and Software Supply
- Security and Anti-Virus Solutions
- Supply and Installation of Projectors and Interactive Whiteboards for Education

You Know IT Makes Sense...

Whether you are a small or medium sized business, or an educational establishment, Lanserve can provide the solutions for you. We specialise in providing quality systems that not only solve your problems, but add value to your business. When we at Lanserve provide a solution, we don't do what some of the competition would and leave you high and dry once things are installed, instead, we offer comprehensive packages of support and service, specifically tailored to meet the needs of each individual business and their clients.

Lanserve is a Microsoft Registered Partner



We are proud to announce that Lanserve is a registered small business specialist and an authorised education reseller with Microsoft, allowing us to better serve you with regards to all Microsoft products. In addition Lanserve is an authorized HP and Dell systems reseller allowing us to structure fantastic pricing to all large businesses, government and educational facilities seeking systems.

Lanserve Location

We are centrally located in the Ecclesfield area of Sheffield putting us within close reach of the many local businesses, schools and establishments in South Yorkshire, we are also only minutes away from the M1 and M18 Motorways, which provide excellent transportation links to customers that are a little further a field.

Contact Us

Whether you simply want to know more or are interested in a no obligation, free consultation or quote, please contact our friendly sales staff on one of the following options:



0870 766 2526



0870 766 8364



sales@lanserve.co.uk



www.lanserve.co.uk



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Long Term Relationships

Over the years, we have built up a number of mutually beneficial, long-term relationships with our customers. We believe this stems from our continued commitment to quality customer service and technical excellence.

Helping us to meet the demands of our customers are the first class suppliers with whom we are associated. We have excellent, well established relationships with most leading manufacturers who not only offer us the best prices, but also the latest technological advances. This, along with first rate supply chains can give your business the latest technology solutions, at the best prices, in the quickest of time.

Network Solutions

In today's competitive environment, your business needs to communicate well both internally and externally. At Lanserve we recognise the importance of communication and are specialists in providing network solutions both on a small scale (LAN) and over a much wider area (WAN) to meet your growing communication needs. We have access to some of the best systems, cabling, wireless configurations and accessories to implement the solution that is best for you. When it comes to advice, you can call on as much of our expertise as you need, when you need it. We can plan, supply, install, monitor, support and upgrade your systems to the extent that you require.

Our advice is yours for the asking at anytime which we will be glad to provide, however we understand the need to do a lot of listening in order to understand exactly what you require – which often, is not the most expensive or elaborate solution. At Lanserve we recognise this and do not recommend solutions that are above (and more expensive) than what is required.



Newsletter

Have you seen the most recent edition of the Official Lanserve Newsletter? This publication is available quarterly to all our customers, old and new. If you would like to receive a copy by either mail or email, or you have something to contribute to a future edition, then please email us at news@lanserve.co.uk.



Education

In terms of schooling, Lanserve is like the perfect student – attentive, focused, dedicated and hardworking, punctual, and lives locally (just around the corner). Lanserve is a potent force in the supply of computer equipment, and most notably IT support to a growing number of schools in and around South Yorkshire. We recognise the need to provide simple, yet effective advice, in layman's terms, that is straight to the point and appropriate.



Specifically for schools, we are proud to be able to supply Interactive White Boards and Projectors which can be used with new educational software specifically designed for teaching and classroom use. We at Lanserve have accredited partnerships with Promethean AV Limited, Clevertouch and Smart Technologies who collectively specialise in the development of award winning interactive technology to enhance learning and knowledge transfer within groups. In addition, we can provide branded computer systems and peripherals with additional security and software features for safe use in an educational environment.

A Lanserve Support Contract can particularly appeal to schools for it can relieve the workload and pressure placed upon IT staff, providing more time for quality teaching and the completion of other, more important classroom duties.



Maintenance and Support

We offer a choice of three comprehensive support contracts from which you can choose the one that most suits your business needs. From basic telephone and remote support to personalised on-site visits, a Lanserve Support Contract has something to offer you. Please see overleaf for details of the contract options, or call us on 0870 766 2526 for more information.



Website

Our website has recently been renovated and updated!

Check it out at www.lanserve.co.uk

There's a brand new IT Jargon Buster in the Education Section.

Definitions

Lanserve refers to Lanserve UK Limited, registered in England.

Company Registration Number: 481 8894

VAT Registration Number: 828 1304 43



Your Business and the Environment

The WEEE Directive

The Waste Electrical and Electronic Equipment (WEEE) directive is European legislation that became UK law in the summer of 2005. WEEE is comprehensive and wide ranging and affects manufacturers, importers, retailers, consumers and re-users of electrical and electronic goods.



The aim of the directive is to deliver a more sustainable approach to managing electrical and electronic waste by increasing the volume of material recycled and reducing the amount sent to landfill. In essence it enforces the recovery and recycling of waste electrical and electronic equipment at the end of its life. The directive places responsibility on you as a business to cover the costs of collection, treatment, recycling and recovery of WEEE.

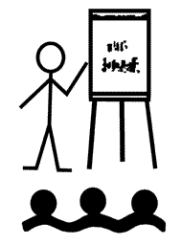


Lanserve can help you with compliance of this directive. What we can offer is a service to dispose of and recycle your redundant cables and equipment, taking the hassle and stress of compliance off your shoulders. Compliance with this directive is compulsory and there are hefty fines in place for avoidance, so let Lanserve take care of things and help the environment at the same time.

For more information on the WEEE Directive, go to <http://www.netregs.gov.uk/netregs/>

Reducing Calling Costs

With the growth of Internet calling and discounted mobile phone contacts, it is sometimes hard to understand why the company phone bill is still so high. Recent developments in technology have allowed new solutions to be brought about as to how you can achieve lower call costs. Please call Lanserve on 0845 766 2526 and enquire about the latest Telephone Technology to learn more and see how your business could benefit from reduced call costs.



Training Courses

Through an accredited partner, we at Lanserve are able to offer quality training courses for you and your staff. Whether you are a systems administrator eager to learn about how the network is setup, or an administration assistant searching for proficiency in a desktop publishing package, there is a training course for you. Sessions can be held in-house or at one of the many training centres around the country. Lanserve Support Contract customers are offered exclusive discounts on both software and hardware training courses. Contact us on 0870 766 2526 for more information on training courses.



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Lanserve Support Contracts

All businesses, regardless of size require support for their systems. At Lanserve we recognise this by offering 'core' support features to all our customers, regardless of their chosen contract. It is the dedication of our team, the friendly service and preferential treatment given to Lanserve Contract customers that really do set us apart from the competition. To us, our customers are like our friends, and for this reason alone, there is no better choice than a Support Contract with us.

The chart below compares our three contract options side by side, enabling you to choose the one that is right for you and your business.

For more information on Lanserve Support Contracts, call 0870 766 2526

What Do They Cover?	SILVER	GOLD	PLATINUM
Telephone and Remote Support with Lanserve Technicians	YES	YES	YES
Access to Dedicated Support Line Number	YES	YES	YES
Assigned Personal Support Engineer	-	-	YES
On Site Support Available 5 days a week 08.00 – 18.00	YES	YES	24Hours
Call Out Charges/Travel Time	Included	Included	Included
Hourly Maintenance Charge For Server Issues	Included	Included	Included
Hourly Maintenance Charge For All Other Issues	£45	Included	Included
Faulty Hardware Support for Covered Equipment	Included	Included	Included
Priority Response over 'non contracted' customers	YES	YES	YES
Guaranteed On Site Response Times			
Server Issues	4 Hours	4 Hours	4 Hours
All Other Issues	8 Hours	8 Hours	4 Hours
Audit and Maintenance Visits	Annually	Quarterly	Weekly
Discount On Training Courses	-	Included	Included
Discount on Selected Sales Purchases	-	-	Included
System Security, Anti-Virus and Anti-Spyware Software	Extra	Extra	Included
Loan Equipment Provided During a Maintenance Repair	Extra	Extra	Included

Note: The details listed are standard, but all contracts can be tailored to each clients individual needs with options to add or remove specific features upon request.

STANDARD TERMS AND CONDITIONS OF SALE FOR LANSERVE UK LIMITED (The "Company")

1. APPLICATION OF TERMS

- 1.1 Subject to any variation under condition 1.2, contracts of sale of goods or services entered into by the Company shall be on these conditions to the exclusion of all other terms and conditions (including any terms or conditions which a Customer purports to apply under any purchase order, confirmation of order, specification or other document).
- 1.2 Any variation to these conditions and any representations about goods or services shall have no effect unless expressly agreed in writing and signed by a director of the Company. The Customer acknowledges that it has not relied on any statement, promise or representation made or given by or on behalf of the Company which is not set out or referred to in the Company's quotation.
- 1.3 The Customer shall ensure that the terms of its order and any applicable specification are complete and accurate.
- 1.4 Any quotation is valid for a period of 7 days only from its date, unless otherwise stated, provided that the Company has not previously withdrawn it.

2. DESCRIPTION & DELIVERY OF GOODS/SERVICES

- 2.1 The quantity, description and specification of goods or services shall be as set out in the Company's quotation or acknowledgement of order.
- 2.2 Unless otherwise agreed in writing by the Company, delivery of goods shall take place at the Company's place of business.
- 2.3 Any dates specified by the Company for delivery are intended to be an estimate and time for delivery shall not be made of the essence by notice. If no dates are specified, delivery shall be within a reasonable time.
- 2.4 If for any reason the Customer fails to accept delivery, or the Company is unable to deliver on time because the Customer has not provided appropriate instructions, documents, licences or authorisations: risk in goods shall pass to the Customer (including for loss or damage caused by the Company's negligence); the goods shall be deemed to have been delivered; the Company may store the goods until actual delivery, whereupon the Customer shall be liable for all related costs and expenses (including, without limitation, storage and insurance); the Company may dispose of or destroy the goods after being stored for 30 days, and the Customer shall be liable for all related costs and expenses of disposal or destruction.
- 2.5 The Company may deliver the goods by separate instalments. Each separate instalment shall be invoiced and paid for in accordance with these terms. Each instalment shall be a separate contract and no cancellation or termination of any one contract relating to an instalment shall entitle the Customer to repudiate or cancel any other contract or instalment.
- 2.6 The Company shall not be liable for any non-delivery of goods (even if caused by the Company's negligence) unless the Customer gives written notice to the Company of the non-delivery within 5 days of the date when the goods would in the ordinary course of events have been received. Any liability of the Company for non-delivery of the goods shall be limited to replacing the goods within a reasonable time or issuing a credit note at the pro rata contract rate against any invoice raised for such goods.

3. RISK/TITLE

- 3.1 The goods are at the risk of the Customer from the time of delivery.
- 3.2 Ownership of the goods shall not pass to the Customer until the Company has received in full (in cash or cleared funds) all sums due to it in respect of the goods, and all other sums which are or which become due to the Company from the Customer on any account.
- 3.3 Until ownership of the goods has passed to the Customer, the Customer shall: store the goods (at no cost to the Company) separately from all other goods of the Customer or any third party in such a way that they remain readily identifiable as the Company's property; not destroy, deface or obscure any identifying mark or packaging on or relating to the goods; and maintain the goods in satisfactory condition and keep them insured on the Company's behalf for their full price against all risks to the reasonable satisfaction of the Company. On request the Customer shall produce the policy of insurance to the Company.
- 3.4 The Customer's right to possession of the goods shall terminate immediately if:
 - 3.4.1 The Customer has a bankruptcy order made against him or makes an arrangement or composition with his creditors, or (being a body corporate) convenes a meeting of creditors (whether formal or informal), or enters into liquidation (whether voluntary or compulsory) except a solvent voluntary liquidation for the purpose only of reconstruction or amalgamation, or has a receiver and/or manager, administrator or administrative receiver appointed of its undertaking or any part thereof, or documents are filed with the court for the appointment of an administrator of the Customer or notice of intention to appoint an administrator is given by the Customer or its directors or by a qualifying floating charge holder, or a resolution is passed or a petition presented to any court for the winding-up of the Customer or for the granting of an administration order in respect of the Customer, or any proceedings are commenced relating to the insolvency or possible insolvency of the Customer; or
 - 3.4.2 The Customer suffers or allows any execution, whether legal or equitable, to be levied on his/its property or obtained against him/it, or fails to observe or perform any of his/its obligations under the Contract or any other contract between the Company and the Customer, or is unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986 or the Customer ceases to trade.
- 3.5 The Company shall be entitled to recover payment for the goods notwithstanding that ownership of any of the goods has not passed from the Company.
- 3.6 The Customer grants the Company, its agents and employees an irrevocable licence at any time to enter any premises where the goods are or may be stored in order to inspect them, or, where the Customer's right to possession has terminated, to recover them.
- 3.7 Where the Company is unable to determine whether any goods are the goods in respect of which the Customer's right to possession has terminated, the Customer shall be deemed to have sold all goods of the kind sold by the Company to the Customer in the order in which they were invoiced to the Customer.
- 3.8 The Company's rights set out in this clause 3 survive termination of any Contract.

4. PRICE

- 4.1 Unless otherwise agreed by the Company in writing, the price for the goods or services shall be the price set out in the Company's price list published on the date of delivery or deemed delivery.
- 4.2 The price for the goods or services shall be exclusive of any value added tax and all costs or charges in relation to packaging, loading, unloading, carriage and insurance, all of which amounts the Customer shall pay in addition when it is due to pay for the goods or services.
- 4.3 A credit note shall be issued by the Company if the Customer returns packaging (marked as returnable) within 10 days of the date of the relevant invoice.
- 4.4 All returnable products will only be accepted with original security seals intact. Broken seals will be subject to a restocking fee of 30% of the original sales value provided they are eligible to be returned. Acceptance of returns is at the discretion of Lanserve UK Ltd.

5. PAYMENT

- 5.1 Subject to condition 5.4, payment of the price for the goods is due in pounds sterling 30 days from the date of invoicing for the goods or services which are delivered or deemed to be delivered.
- 5.1.1 Where the payment of a Lanserve Support Contract is concerned, the full quarterly payment amount must be received by Lanserve no later than 7 days from the date of invoice either via direct debit or standing order, unless otherwise agreed.
- 5.2 Time for payment shall be of the essence.
- 5.3 No payment shall be deemed to have been received until the Company has received cleared funds.
- 5.4 All payments payable to the Company shall become due immediately on the Customer's breach of any contract despite any other provision.
- 5.5 The Customer shall make all payments due in full without any deduction whether by way of set-off, counterclaim, discount, abatement or otherwise unless the Customer has a valid court order requiring an amount equal to such deduction to be paid by the Company to the Customer.
- 5.6 If the Customer fails to pay the Company any sum due the Customer shall be liable to pay interest to the Company on such sum from the due date for payment at the annual rate of 4% above the base lending rate from time to time of The Co-Operative Bank plc, accruing on a daily basis until payment is made, whether before or after any judgment. The Company reserves the right to claim interest under the Late Payment of Commercial Debts (Interest) Act 1998.

6. QUALITY

- 6.1 Where the Company is not the manufacturer of the goods, the Company shall endeavour to transfer to the Customer the benefit of any warranty or guarantee given to the Company.
- 6.2 The Company warrants that (subject to the other provisions of these conditions) upon delivery, and for a period of 3 months from the date of delivery, the goods shall be of satisfactory quality within the meaning of the Sale of Goods Act 1979 and any services shall be performed of reasonable care and skill.
- 6.3 The Company shall not be liable for a breach of any of the warranties in condition 6.2 unless: the Customer gives written notice of the defect to the Company, and, if the defect is as a result of damage in transit to the carrier, within 5 days of the time when the Customer discovers or ought to have discovered the defect; and the Company is given a reasonable opportunity after receiving the notice of examining such goods and the Customer (if asked to do so by the Company) returns such goods to the Company's place of business for the examination to take place there.
- 6.4 The Company shall not be liable for a breach of the warranties in condition 6.2 if: the Customer makes any further use of such goods after giving such notice; or the defect arises because the Customer failed to follow the Company's oral or written instructions as to the storage, installation, commissioning, use or maintenance of the goods or (if there are none) good trade practice; or the Customer alters or repairs such goods without the written consent of the Company.
- 6.5 Subject to condition 6.3 and condition 6.4, if any of the goods or services do not conform with any of the warranties in condition 6.2 the Company shall at its option repair or replace such goods (or the defective part) or refund the price of such goods or services at the pro rata Contract rate provided that, if the Company so requests, the Customer shall, return the goods or the part of such goods which is defective to the Company.
- 6.6 If the Company complies with condition 6.5 it shall have no further liability for a breach of any of the warranties in condition 6.2.

7. LIMITATION OF LIABILITY

- 7.1 Subject to condition 2, and condition 6, the following provisions set out the entire financial liability of the Company (including any liability for the acts or omissions of its employees, agents and sub-contractors) to the Customer in respect of: any breach of these conditions; any use made or resale by the Customer of any of the goods or services, or of any product incorporating any of the goods; and any representation, statement or tortious act or omission including negligence arising under or in connection with these conditions.
- 7.2 All warranties, conditions and other terms implied by statute or common law (save for the conditions implied by section 12 of the Sale of Goods Act 1979) are, to the fullest extent permitted by law, excluded from the Contract.
- 7.3 Nothing in these conditions excludes or limits the liability of the Company: for death or personal injury caused by the Company's negligence; or under section 2(3), Consumer Protection Act 1987; or for any matter which it would be illegal for the Company to exclude or attempt to exclude its liability; or for fraud or fraudulent misrepresentation.
- 7.4 Subject to condition 7.2 and condition 7.3: the Company's total liability in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise, arising in connection with the performance or contemplated performance of the Contract shall be limited to the contract price; and the Company shall not be liable to the Customer for any pure economic loss, loss of profit, loss of business, depletion of goodwill or otherwise, in each case whether direct, indirect or consequential, or any claims for consequential compensation whatsoever (howsoever caused) which arise out of or in connection with the Contract.

8. ASSIGNMENT

- 8.1 The Company may assign the Contract or any part of it to any person, firm or company.
- 8.2 The Customer shall not be entitled to assign the Contract or any part of it without the prior written consent of the Company.

9. CIRCUMSTANCES BEYOND THE COMPANY'S REASONABLE CONTROL

The Company reserves the right to defer the date of delivery or to cancel a contract or reduce the volume of the goods or services ordered by the Customer (without liability to the Customer) if it is prevented from or delayed in the carrying on of its business due to circumstances beyond the reasonable control of the Company including, without limitation, acts of God, governmental actions, war or national emergency, acts of terrorism, protests, riot, civil commotion, fire, explosion, flood, epidemic, lock-outs, strikes or other labour disputes (whether or not relating to either party's workforce), or restraints or delays affecting carriers or inability or delay in obtaining supplies of adequate or suitable materials, provided that, if the event in question continues for a continuous period in excess of 90 days, the Customer shall be entitled to give notice in writing to the Company to terminate the Contract.

10. GENERAL

- 10.1 Each right or remedy of the Company under the Contract is without prejudice to any other right or remedy of the Company whether under the Contract or not.
- 10.2 If any provision of the Contract is found by any court, tribunal or administrative body of competent jurisdiction to be wholly or partly illegal, invalid, void, voidable, unenforceable or unreasonable it shall to the extent of such illegality, invalidity, voidness, void ability, unenforceability or unreasonableness be deemed severable and the remaining provisions of the Contract and the remainder of such provision shall continue in full force and effect.
- 10.3 Failure or delay by the Company in enforcing or partially enforcing any provision of the Contract shall not be construed as a waiver of any of its rights under the Contract.
- 10.4 Any waiver by the Company of any breach of, or any default under, any provision of the Contract by the Customer shall not be deemed a waiver of any subsequent breach or default and shall in no way affect the other terms of the Contract.
- 10.5 The parties to the Contract do not intend that any term of the Contract shall be enforceable by virtue of the Contracts (Rights of Third Parties) Act 1999 by any person that is not a party to it.
- 10.6 The formation, existence, construction, performance, validity and all aspects of the Contract shall be governed by English law and the parties submit to the exclusive jurisdiction of the English courts.

11. SPECIAL ORDERS

- 11.1 All products and services that are deemed to satisfy the conditions of a special order at the time of ordering are deemed non-returnable. This includes, but is not limited to, custom built servers and pc's, all DELL branded equipment, all softwares and non standard equipment of any description. It will be made clear that an item is non-returnable at the time of purchase.

What our Customers say about us

“As a long standing customer of Lanserve UK I feel that I can give a truly representative picture of what this company stands for. Lanserve are a team of dedicated, young professionals who have gone out of their way, on more than one occasion, to ensure that our every need as a growing Sheffield Business was met. They provide a superior service with the up most enthusiasm and humour. I am comfortable that I am always provided with the best market prices and the quickest turn around times, which some other suppliers tend not to do. Lanserve consistently go beyond what is expected and they have certainly exceeded all of my expectations; I will be using Lanserve to source all of my IT needs for a very long time, if not indefinitely.”

Andrew Bumford
Locum Fine Steels Ltd

New I.T. Installation and Maintenance Contract:

“I believe the installation has gone as smoothly as we could ever have wished for. The engineers have certainly been a credit to Lanserve and were both helpful and obliging in all matters.

The friendly and Professional approach of Lanserve and their personnel has been exceptional and I would happily recommend anyone looking for a new system or service contract to choose Lanserve UK Ltd.”

Jeremy Lodge
Production Manager, Taylor & Jones Ltd

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