



# On-site technology services designed for your success!

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BestCare™ delivers dependable on-site technology field services, exclusively for IT & Telco channel partners across Australia. Accelerate revenue with a revolutionary new offering that shares risk and helps you deliver exceptional customer service at a fixed fee.



## We understand how important client service is to you

On-site network technology install & support services may not be the most strategic part of your business offering, but they're strategically critical to get right. Managed or delivered poorly, they can adversely impact your reputation and profit levels!

That's because disappointing third party service delivery and associated costs can easily escalate and blow your budget for the quarter or longer. Equally, your vital customer relationships can be seriously threatened by poor service experiences.

At **Best Technology Services**, we've spent 20 years serving the channel. We've used our vast experience to perfect a new and unique model: **BestCare™** shares risk, offers huge value, and brings you a range of benefits. Our success comes from helping you achieve success as you grow your business.

## Here's how it works

BestCare is different to anything else in the market. We've distilled field services to their essence, and our model is very simple:

# 1

### **Predictable costs - we share risk and cover you for a fixed price:**

Buy prepaid units for support or install field services at a fixed low cost per visit. Most tasks are completed in less than 2 hours, but we share the risk around uncertainties by covering you for up to 4 hours on site per unit! Even better, your units are valid for 12 months, and you can even pay for them over a year, with a handy monthly payment option.

# 2

### **Guaranteed service until the job's complete:**

You get guaranteed service levels with next business day support service across 80% of Australia with engineers that stay until your job is resolved (first visit resolution), delivering a great customer experience that protects your relationships.

# 3

### **A sales engine to help drive your revenue:**

We get involved in pre-sales and help you win deals to achieve fast, easy and predictable ongoing service revenue at around 30% margin to RRP. In fact, our partner win rate is a massive 54% working with businesses like yours on hundreds of deals every year.

# 4

### **You focus on higher value work:**

BestCare is a plug and play, volume, support and install service that removes enormous admin burden from your teams, freeing you up to get more done and focus on more enjoyable higher value, higher margin strategic IT solutions.

# 5

### **Money back guarantee:**

We're so confident in our service and passionate about helping you succeed that we offer a 100% money back guarantee if you're not happy.

*It's that simple.*



# Predictable costs

## Fixed Price Services when you pre-purchase BestCare Units.



- Just buy the number that you believe are right for your business or project
- Choose to pay up front or spread the cost over 12 months
- Then use them in any combination you want
- We take care of the rest

## How can I use BestCare Units?



### Onsite Support Calls

Area	Desktop	L1 Network	L2 Network	After Hours
 Metro	0.75 Units	1 Unit	1.25 Units	+ 0.25 Units per call
 Regional	1 Unit	1.25 Units	1.5 Units	

### Resourcing

Area	Desktop Half Day	L1 Network Half Day	Desktop Full Day	L1 Network Full Day
 Metro	1.25 Units	1.5 Units	2.5 Units	3 Units
 Regional	1.5 Units	1.75 Units	2.75 Units	3.25 Units

### Installations

Area	1st Device	2nd Device	Non-Network Device	After Hours
 Metro	1 Unit	0.25 Units	0.5 Units	+ 0.25 Units per call
 Regional	1.25 Units	0.25 Units	0.5 Units	



## We've got you covered Australia

**BestCare offers more than 200 qualified engineers delivering consistent metro and regional service nationwide to 80% of the Australian population.**

We are your go-to experienced team for quality install and support services delivered to your valued customers while giving you complete control.

We're passionate about helping you succeed, so we've designed BestCare to deliver exceptional and guaranteed service levels you can absolutely depend on - with effortless bookings, fees transparency, and no unexpected bills!





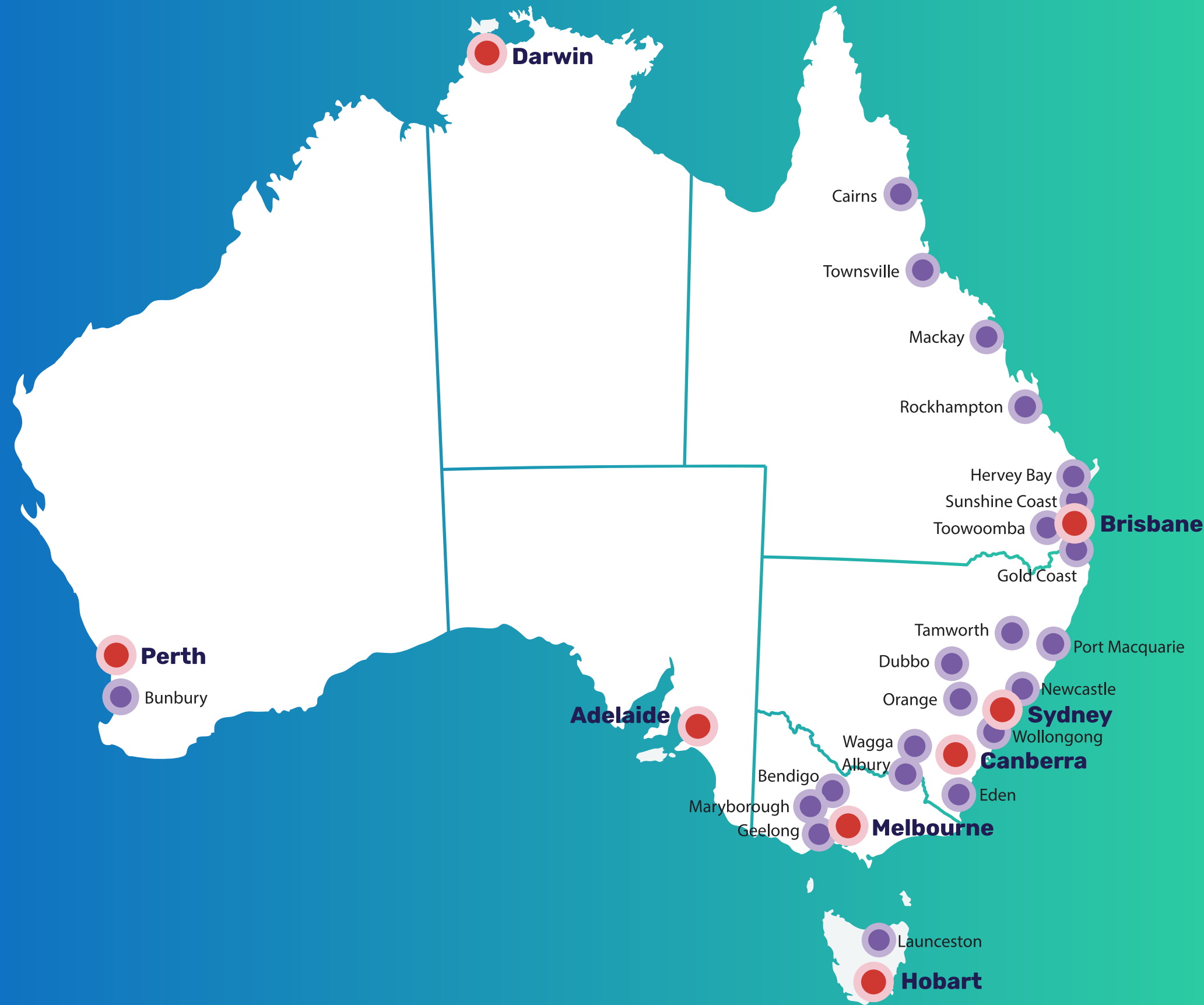
# BestCare service areas

30 Points of Presence (PoPs) with service delivered only by Best engineers.

LOCATION	POSTCODE	STATE	LOCATION	POSTCODE	STATE
Adelaide	5000	SA	Mackay	4740	QLD
Albury	2640	NSW	Maryborough	4650	VIC
Bendigo	3550	VIC	Melbourne	3000	VIC
Brisbane	4000	QLD	Newcastle	2300	NSW
Bunbury	6230	WA	Orange	2800	NSW
Cairns	4870	QLD	Perth	6000	WA
Canberra	2600	ACT	Port Macquarie	2444	NSW
Darwin	0820	NT	Rockhampton	4700	QLD
Dubbo	2830	NSW	Sunshine Coast	4560	QLD
Eden	2551	NSW	Sydney	2000	NSW
Geelong	3220	VIC	Tamworth	2340	NSW
Gold Coast	4225	QLD	Toowoomba	4350	QLD
Hervey Bay	4655	QLD	Townsville	4810	QLD
Hobart	7000	TAS	Wollongong	2500	NSW
Launceston	7250	TAS	Wagga Wagga	2650	NSW



“Servicing more than 80% of the Australian population”





# Benefits of BestCare:



## Scale your business and grow margins to drive success

Reduce gaps in revenue and capitalise on returning confidence post lockdown as you scale and deliver faster, reducing operational costs, achieving revenue targets, and growing service margins more easily.



## Deliver an exceptional customer experience

Our service model is designed to help you more easily deliver predictable and exceptional customer experiences to strengthen your relationships and grow your business success.



## Add to your team or whitelabel our services as your own

We're here for you and we serve the channel exclusively. Augment your existing team or whitelabel BestCare for all of your service needs.



## Keep it simple with predictable consumption-based pricing

BestCare's consumption-based pricing model keeps transactions simple with competitive rates on service units, fixed costs per site visit, and no hidden surprises.



## Focus on higher level service while we take care of the day-to-day

Minimise your involvement in lower-end install and support tasks, freeing up your existing certified team to focus on higher value opportunities and more strategic solution design.





# BestCare FAQs

## What is a BestCare unit

A BestCare unit is the cost of one service call from a Level 1 network engineer, or one network device installation, in a metro location.

## How long does a call or installation last?

In our experience, the average time on site is 1.75 hours. However, we allow up to a generous 4 hours on site per support event or per device.

## What happens if we exceed 4 hours on site?

We will use another unit as per the original unit total.

## What is the Support SLA?

Our Support SLA is the next business day onsite for 95% for requests received before 2.30 pm.

## What devices are covered for installation?

Any rack or shelf mounted network device that can be lifted by one person and is preconfigured. A second device is a similar device installed in the same rack.

## What is a non-network device?

A device installed on the same floor that is not a networking device, such as a POS unit, a server or a printer.

## What does regional cover?

Up to 100km from a BestCare Point of Presence (PoP).

## How do I order an onsite call or installation?

We will give authorised members of your team individual logins to your dedicated portal, BestConnect. We accept requests 24 x 7 x 365 days.

## What happens if I need a part picking up?

The engineer can pick up a part on his way to the site provided the part is in a similar location. We will charge you an additional 0.25 units.

## How easy is it to quote?

Provided you know the location of each site, it's simply a question of calculating the number of BestCare units and attaching the corresponding cost.

## How much margin should I make?

Best Technology Services recommends 30% margin will deliver a competitive cost to your customer.

## What happens if I need any materials?

We will purchase the materials on your behalf and charge you the cost plus 15%. Then we convert the dollar total to BestCare units and deduct those units.

## Can I use my BestCare units for any services not listed?

No problem, it's really simple, we can charge you a time and materials rate then convert this to BestCare units.

## How do I know how many BestCare units I have used?

We will send a monthly report to your nominated contact, showing how many BestCare units you have used and where, together with the number of BestCare units remaining.

## What happens if I use all of my BestCare units?

Simply buy another pack of BestCare units.

## When do my BestCare units expire?

12 months after purchase date.





# Let's talk!

Get in touch with the BestCare team if you'd like to discuss the needs of your business and your client base.

**Call:** 1300 896 608

**Email:** [info@best-ts.com.au](mailto:info@best-ts.com.au)

**Contact us**

**Best**  
TECHNOLOGY SERVICES