

# Maintenance, Warranties and Leasing

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Asset Manager provides a one-stop shop for managing your ICT equipment's maintenance, warranty and lease arrangements. By linking this information directly to each asset recorded in the database, the system can automatically track your renewal dates, and issue notifications warnings that warranties are expiring or maintenance agreements need renewing.

From a business manager's perspective, the reporting system can be used to generate bespoke reports, providing a flexible method of tracking ongoing costs over individual assets' lifetimes.

To make life slightly easier, the system will automatically query HP and DELL warranty websites, checking against the asset's recorded serial number and updating the databases warranty information automatically for you. However, it should be noted that these websites cannot always resolve and return warranty details based on the serial number and product codes provided, in which case you will need to enter the details manually.

Warranty, maintenance, and lease agreements will normally cover a fixed period. Whilst it is probably preferable to have all critical components covered by some sort of service agreement, it can be difficult to manage and maintain them as there tends to be lots of paperwork, and the agreements tend to expire on different dates. There is probably nothing worse than discovering that a critical system failure is not covered because the maintenance agreement expired a couple of months ago, and the renewal letter is still buried in your in-tray!

Asset manager can help to simplify things by being able to manage your warrant and maintenance agreements, keeping you informed and aware of your equipment's status. You can program the system to send you notifications about impending warranty and maintenance agreement expiry, so you are kept informed and aware of the situation on a day-to-day basis.

Also, comprehensive template reports are available that summarise the status of these agreements, and these can be scheduled to run at various times during the year, providing you with a completely up-to-date list of what is and isn't covered.

Finally, because warranties and maintenance agreements can tied to a list of supplier details, you are always a mouse-click away from being able to pull up the telephone numbers and email addresses needed to report an issue.

## Automatic standard Warranty lookup

The system will attempt to automatically look up standard warranty details for HP and Dell-based equipment. It does this by checking the serial number and product codes against a vendor's automated website, and it will automatically populate the warranty details for you. The CSE system will attempt this transaction whenever a new asset is introduced into the database. This facility covers both auto-discovered assets, those that have been add manually, or added via CSV import.

However be aware that these services have limitations, as the vendors' systems are not perfect, and sometimes the search returns no details.

## Adding Warranty, Maintenance or Lease details to assets

Select the required asset from the database and click the *Maintenance, Warranty & Leases* button in the tool bar.

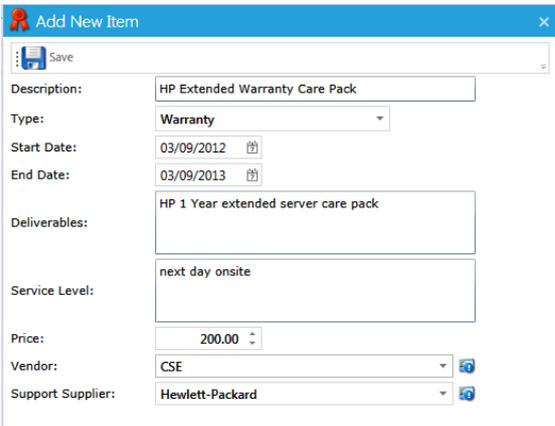
Click on the *Add* item toolbar button.

Select the agreement type, warranty\maintenance or lease.

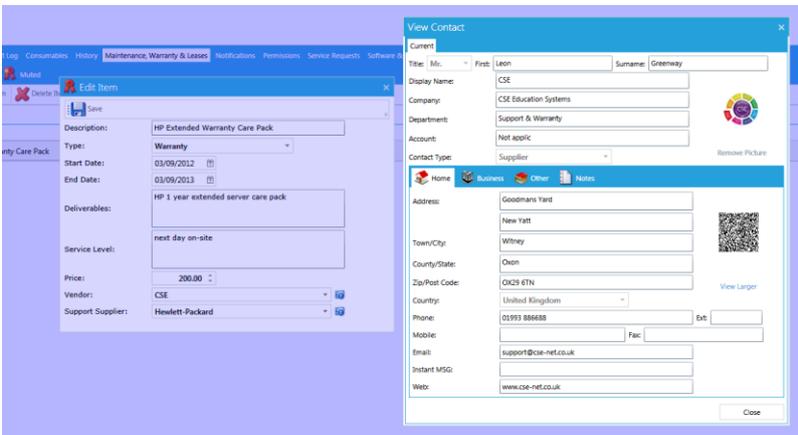
Add the specific details of the service selected, and make sure that you enter the start and end dates correctly.

Since you may need to look up details quickly, make sure that you also enter details in both the deliverable and service level boxes. This allows you to lookup details of your warranty/maintenance agreements without having to resort to finding the paper work.

The vendor is the company you purchase the service from and the support supplier is who is responsible for delivering the service. This is particularly important if the agreement includes on-site elements.



Add New Item	
Save	
Description:	HP Extended Warranty Care Pack
Type:	Warranty
Start Date:	03/09/2012
End Date:	03/09/2013
Deliverables:	HP 1 Year extended server care pack
Service Level:	next day onsite
Price:	200.00
Vendor:	CSE
Support Supplier:	Hewlett-Packard

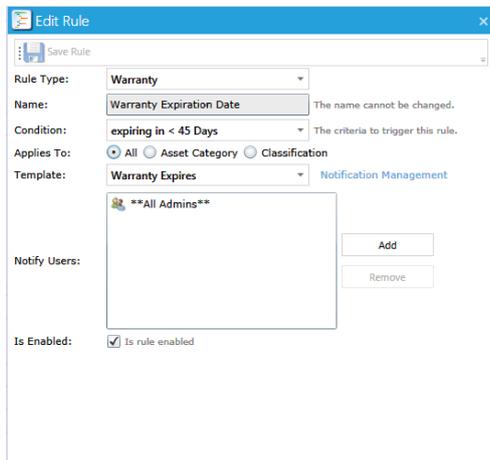


View Contact	
Title:	Mr
First:	Leon
Surname:	Greenway
Display Name:	CSE
Company:	CSE Education Systems
Department:	Support & Warranty
Account:	Not applic
Contact Type:	Supplier
Address:	Goodmans Yard New Yatt Witney Ox29 6TN United Kingdom
Phone:	01993 886688
Email:	support@cse-net.co.uk
Web:	www.cse-net.co.uk

It should be noted that by clicking the small icon to the right, appropriate contact details like phone numbers and email addresses can be brought up immediately. Make sure you record anything that is

likely to expedite the process, as it's likely that you will only use these facilities when there is some sort of crisis. Therefore, recording all relevant details can be a real time-saver, as the information you need will always be just a couple of clicks away.

## Notifications



The screenshot shows the 'Edit Rule' window for a 'Warranty' rule. The 'Name' field is 'Warranty Expiration Date' with a note 'The name cannot be changed.' The 'Condition' is 'expiring in < 45 Days' with a note 'The criteria to trigger this rule.' The 'Applies To' section has radio buttons for 'All' (selected), 'Asset Category', and 'Classification'. The 'Template' is 'Warranty Expires' with a link to 'Notification Management'. The 'Notify Users' section contains a list with one user: '\*\*All Admins\*\*'. There are 'Add' and 'Remove' buttons next to the list. The 'Is Enabled' checkbox is checked, with the text 'Is rule enabled'.

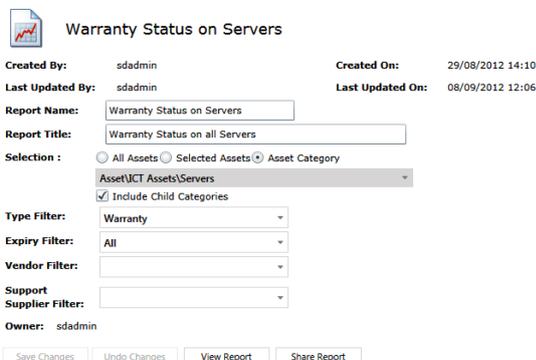
The notifications system contains a standard rule that will automatically send an email to nominated individuals whenever a warranty is due to expire.

The notification system is extensible, and you can create your own custom notifications that can alert to different trigger events.

This generic notification trigger also handles maintenance and lease agreements .

## Reports

The reporting system has a standard template that allows you to create and generate management reports detailing the status of your warranty, maintenance, or lease agreements.



The screenshot shows the configuration for a report titled 'Warranty Status on Servers'. It includes fields for 'Created By' (sdadmin) and 'Created On' (29/08/2012 14:10), 'Last Updated By' (sdadmin) and 'Last Updated On' (08/09/2012 12:06). The 'Report Name' is 'Warranty Status on Servers' and the 'Report Title' is 'Warranty Status on all Servers'. The 'Selection' section has radio buttons for 'All Assets', 'Selected Assets', and 'Asset Category', with a dropdown menu showing 'Asset\UCT Assets\Servers' and a checked box for 'Include Child Categories'. The 'Type Filter' is 'Warranty', 'Expiry Filter' is 'All', 'Vendor Filter' is empty, and 'Support Supplier Filter' is empty. The 'Owner' is 'sdadmin'. At the bottom are buttons for 'Save Changes', 'Undo Changes', 'View Report', and 'Share Report'.

The template allows you to customise the scope of the report to be generated. Like all reports, you can also schedule it to run at set dates and times. The results are then sent to recipients contained within a mailing list automatically.

This report, for instance, displays the warranty status of all of your server assets. Note that the report shown documents that some of your server warranties have already expired.

### Warranty Status on all Servers

Asset Number	Asset Name	Description	Type	Vendor	Supplier	Start	Expires	Cost
1198	<a href="#">rattle</a>	HP Extended Warranty Care Pack	Warranty	CSE	Hewlett-Packard	03/09/2012	03/09/2013 Expires in 359 days	£200.00
<b>Deliverables</b>	HP 1 year extended server care pack		<b>Service Level</b>	next day on-site				
37	<a href="#">SVR-ROOM1</a>	HP Std 1 Year	Warranty	Hewlett-Packard	Hewlett-Packard	21/07/2010	21/07/2011 Expired 415 days ago	£0.00
<b>Deliverables</b>	HP Std		<b>Service Level</b>	next business day				
1095	<a href="#">Sophos</a>	Sophos 3 year	Warranty	Sophos	Sophos	21/07/2010	21/07/2013 Expires in 315 days	£0.00
<b>Deliverables</b>	Std sophos 3 year		<b>Service Level</b>	next day on-site				
1096	<a href="#">Tape Library</a>	HP 3 year	Warranty	Hewlett-Packard	Hewlett-Packard	21/07/2010	08/09/2013 Expires in 364 days	£699.00
<b>Deliverables</b>	HP 3 Year		<b>Service Level</b>	next day onsite				
1097	<a href="#">Blade Enclosure</a>	HP 2 Year Extended	Warranty	Hewlett-Packard	Hewlett-Packard	21/07/2010	21/07/2012 Expired 49 days ago	£1,200.00
<b>Deliverables</b>	2 Year extended		<b>Service Level</b>	4 Hour on site				
1097	<a href="#">Blade Enclosure</a>	HP Care Pack	Warranty	Hewlett-Packard	Hewlett-Packard	21/07/2012	21/07/2013 Expires in 315 days	£575.00
<b>Deliverables</b>	HP 1 Year Care Pack		<b>Service Level</b>	4 Hours on-site callout				
1099	<a href="#">Video on Demand</a>	Clickview 2 Year	Warranty	Polycm	Polycm	21/07/2010	21/07/2012 Expired 49 days ago	£0.00
<b>Deliverables</b>	2 Year Std		<b>Service Level</b>	next day on site				
1100	<a href="#">SVR-DC01</a>	HP Std 1 Year	Warranty	Hewlett-Packard	Hewlett-Packard	21/07/2010	21/07/2011 Expired 415 days ago	£0.00
<b>Deliverables</b>	Std 1 Year		<b>Service Level</b>	next day on-site				
1101	<a href="#">SVR-DC02</a>	HP Std 1 Year	Warranty	Hewlett-Packard	Hewlett-Packard	21/07/2010	21/07/2011 Expired 415 days ago	£0.00
<b>Deliverables</b>	Std 1 year		<b>Service Level</b>	next day onsite				
1102	<a href="#">SVR-DC03</a>	HP Std 1 Year	Warranty	Hewlett-Packard	Hewlett-Packard	21/07/2010	21/07/2011 Expired 415 days ago	£0.00
<b>Deliverables</b>	HP Std		<b>Service Level</b>	next day on site				
1118	<a href="#">SVR-TS02</a>	HP Std 1 year	Warranty	Hewlett-Packard	Hewlett-Packard	21/07/2010	21/07/2011 Expired 415 days ago	£0.00

Meanwhile, this sample report details the status of your current software maintenance agreements.

### Software Maintenance Agreement Status

Asset Number	Asset Name	Description	Type	Vendor	Supplier	Start	Expires	Cost	
2082	<a href="#">Citrix XEN Server Lic 1</a>	Citrix XenServer Maintenance 1	Maintenance	Citrix	CSE	03/09/2011	03/09/2012 Expired 5 days ago	£199.00	
<b>Deliverables</b>	Citrix Enterprise Lic - Maintenance Agreement		<b>Service Level</b>	Yearly software maintenance contract					
2083	<a href="#">Citrix XEN Server Lic 2</a>	Citrix XenServer Maintenance 1	Maintenance	Citrix	CSE	03/09/2011	03/09/2012 Expired 5 days ago	£199.00	
<b>Deliverables</b>	Citrix Enterprise Lic - Maintenance Agreement		<b>Service Level</b>	Yearly software maintenance contract					
2084	<a href="#">Citrix XEN Server Lic 3</a>	Citrix XenServer Maintenance 1	Maintenance	Citrix	CSE	08/09/2012	08/09/2013 Expires in 364 days	£199.00	
<b>Deliverables</b>	Citrix Enterprise Lic - Maintenance Agreement		<b>Service Level</b>	Yearly software maintenance contract					
2085	<a href="#">Citrix XEN Server Lic 4</a>	Citrix XenServer Maintenance 1	Maintenance	Citrix	CSE	03/09/2011	03/09/2012 Expired 5 days ago	£199.00	
<b>Deliverables</b>	Citrix Enterprise Lic - Maintenance Agreement		<b>Service Level</b>	Yearly software maintenance contract					
2086	<a href="#">Citrix XEN Server Lic 5</a>	Citrix XenServer Maintenance 1	Maintenance	Citrix	CSE	03/09/2011	03/09/2012 Expired 5 days ago	£199.00	
<b>Deliverables</b>	Citrix Enterprise Lic - Maintenance Agreement		<b>Service Level</b>	Yearly software maintenance contract					
2087	<a href="#">Citrix XEN Server Lic 6</a>	Citrix XenServer Maintenance 1	Maintenance	Citrix	CSE	03/09/2011	03/09/2012 Expired 5 days ago	£199.00	
<b>Deliverables</b>	Citrix Enterprise Lic - Maintenance Agreement		<b>Service Level</b>	Yearly software maintenance contract					
2088	<a href="#">CSE Toolkit Manager Maintenance Agreement</a>	CSE NTM Maintenance	Maintenance			03/07/2010	03/07/2011 Expired 433 days ago	£300.00	
<b>Deliverables</b>	Standard software maintenance		<b>Service Level</b>	Unlimited Telephone Support 10 Hours Remote Support Software Updates					
2089	<a href="#">CSE SLA 4</a>	CSE SLA 4	Maintenance	CSE	CSE	03/09/2012	03/09/2013 Expires in 359 days	£1,999.00	
<b>Deliverables</b>	CSE SLA 4 Agreement		<b>Service Level</b>	Telephone Support - Unlimited Remote Support - 10 Hrs Managed Warranty Desk Rapid Response Engineer - 2 Days, Two Day Response					
<b>Row Count</b>	<b>8</b>							<b>Total</b>	<b>£3,493.00</b>