



SERVICE DETAIL

ASSISTIVE / DESKTOP / NETWORKING - SYSTEMS INTEGRATION SERVICE

The technologies identified by your needs assessments processes will be purchased, configured, and installed at your desired locations. Once installed, TCS will train your users in the effective operation and use of the technology. Maintenance of the technologies can be accomplished through contract with the original manufacturer or handled by TCS. This service is scalable in whole or in part to meet the exact specification of your needs.

DELIVERABLES

Depending on your need, any or all of the following:

- Purchase of Systems, Peripherals, and Software,
- Configuration and Installation for Complete Integration into your Systems Architecture,
- Training of your User and Technical Staff,
- Maintenance Support for Hardware and Software Problem Resolution.

SECTION 508

This service is used to procure, install, and maintain Assistive Technologies and to train your users on its effective use in fulfillment of Federal Rehabilitation Act Section 508 compliance initiatives.

PROCESS

This service requires that a needs assessment have been previously conducted to determine the hardware and software technologies that are compatible with your systems architecture and user need. Once this information has been provided, TCS will purchase the technology. Once the complete purchase has arrived, TCS will coordinate with your user and technical staff the optimum time for installation. Immediately after installation the system will be tested to verify proper working condition and integration into your systems architecture and provide immediate one-on-one user training. If group classroom training is desired instead, then upon completion of installation and testing of the technology in each office/department, classroom instruction will be conducted for that office/department. If there are any problems or questions regarding the installed technology or its use within 30 days of installation, a TCS representative can be called for support. After 30 days, in the absence of a support agreement with TCS the original manufacturer can be contacted for support or problem resolution in accordance with their original warranty period.

EFFORT & PRICING

Systems hardware and software pricing will vary depending on the exact configuration required and technology used. Comprehensive one-on-one user training generally will take 2 to 3 hours.

COST: at no cost to you, a TCS representative will meet with you to scope service desired (i.e., number and configuration of systems, installation locations, training and support needs, etc.). TCS will then provide you a detailed time and cost estimate to perform the service, which includes all systems hardware and software purchase costs. Once you approve this service estimate a contract will be executed and the billable service will begin.