

basic support services

Basic Support Services are provided to the entire CWRU community at no cost. These services support the fundamental requirements of computing on campus. Support for all CWRU specific applications such as email, calendaring, financials, HCM & SIS are included.

- 24x 7 x 365 Help Desk
- help.case.edu
- Remote Desktop Assistance
- Knowledge Base & User Documentation
- Tech Support Chat
- Certified Warranty Repair
 - » Dell, Apple & HP
- Dell, Apple & HP
- Loaner Laptop During Repair
- Spyware & Virus Removal
- Data Backup for Machines in Repair
- CARE Center Support at Sears & Bellflower
- Desk Side Support
- Network Support
- Printer Connectivity Support
- Mobile Device Connectivity Support
- Software Installation Assistance

premium support services

Premium Support Services include all of our basic support services PLUS a 4 business hour response time. In addition, specialized services such as "Out of Warranty" repair, system rebuilds and some installation services are included.

- Includes all Services Under Basic Support
- On-site Support (4 Business Hour Response)
- System Software Rebuild
- Upgrade of Operating System/Applications
- Hardware Upgrade/Replacement (does not include cost of parts)
- Out of warranty repair (does not include cost of parts or shipping and handling)
- Software Installation (user is responsible for all media & licensing)
- Semi-Annual Preventive Maintenance
- Peripheral Device Setup/Installation
- Networked Printer Setup/Installation
- Customized computer and mobile device training on-site
- Data Backup Support
- Physical Inventory of Devices Covered by Service Agreement
- Technical Liaison

platinum support services

Platinum Support Services include all of our basic and premium support services PLUS a 2 business hour response time. Specialized services such as computer replacement assistance, active directory administration and a complimentary subscription Carbonite™ backup are included.

- Includes all services provided under Basic and Premium Support
- On-site support (2 Business Hour Response)
- Active Directory Administration for Department
- Computer Replacement Assistance
 - » Workstation Selection Consultation
 - » Purchasing Assistance
 - » Inventory Upon Delivery
 - » System Preparation
 - » Backup & Transfer Data to New Workstation
 - » "DoD" Data Removal on Old Workstation drives
- Recycling of Old Workstation
- Handheld Replacement Assistance
 - » Device Selection
 - » Order Assistance
 - » Inventory
 - » Device Prep
 - » Backup/Transfer Data
 - » Device Disposal



CASE WESTERN RESERVE
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think beyond the possible™

To obtain Information Technology Services (ITS) support, please contact ITS at 216.368.HELP (4357) or via email at help@case.edu. For self-service information or on-line chat sessions with a technician, go to the help.case.edu website for support.



Information Technology Services is committed to providing and supporting a wide range of robust tools and services to our campus community. Our world class technicians are available to assist you 24/7/365.

Unlimited basic support services are available at no cost, to all faculty and staff.

Let us help you with our more advanced services so your department no longer has to worry about your technology needs and updates.

Read more about our annual technology contracts to guarantee higher levels of service and support for your department.

If your department is interested in the additional levels of support, please contact: help@case.edu

The Information Technology Services Help Desk is your key to world-class 24/7/365 service and support. You are only a call or click away from the assistance you need. Two walk-in centers are also available on campus for in-person care and assistance.

216.368.HELP (4357)

help.case.edu

- Online chat option
- Extensive do-it-yourself database of information

walk-in centers

- 11424 Bellflower: ITS CARE Center
- Sears Library: Room 340
(Hallway between Sears & Nord)



technology service agreements

