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**ONSITE SERVICE GUIDE FOR MSPS
AND CORPORATE / GOVERNMENT
IT SERVICE PROVIDERS**



This short guide is for MSP's and other IT service providers who provide contract support for desktop and laptop PCs to both small and large businesses, schools and or government customers.

The benefits to your company and your clients of offering a “midlife” FreshStart upgrade service as you will see, is even greater than for our retail store FreshStart service providers. There are two significant differences between retail store consumer service delivery and MSP delivered services onsite. The first is that our onsite service providers typically charge more for delivering FreshStart service, and yet their cost per service is not significantly higher, particularly if they are doing several PCs at the same time. The second advantage, as we will discuss, is the cost reduction benefit to your business.

We are assuming that you have already familiarized yourself with the FreshStart software and service information available on this website and that you understand how a FreshStart service is performed. If not please review this material before proceeding.

Planning and Preparing for Onsite FreshStart Service Delivery

Step #1 – Gather the information that you need on the PCs to be FreshStarted. This includes the following:

- Windows OS to be installed (ex: Windows Pro 64 bit)
- Does the PC boot in UEFI or Legacy mode
- Current amount of drive storage utilized (ex: 140 GB)
- Desktop or Laptop? (Desktops with 3.5” drives need a drive dock or cable with power in order to perform the data transfer.

Step #2 – Select and purchase the replacement drives that you will be using. We recommend that you register to purchase direct from WD/SanDisk using the link on our website.

Step #3 – Make sure that you have an adequate number of Drive docks / SATA to USB cables so that you can have multiple PCs being FreshStarted simultaneously. This reduces labor cost and time onsite.

Step #4 – Upgrade you FreshStart Tool AV definitions and download any available WIM image updates prior to imaging the replacement drives. Drive imaging should be done at your shop just prior to the service.

Step #5 – Service scheduling – In order to minimize the downtime for the PC users it is always better to plan to perform these services in off hours. Since the service is fully automated following the new drive installation and connection of the old drive, one tech can do a multitude of services at the same time.

Performing an Onsite FreshStart Service Delivery

An onsite FreshStart service is no different from an in-shop service if you arrive with pre-imaged FreshStart replacement drives and an adequate number of cables and or drive docks.

Time needs to be allocated after each service is completed to download any corporate software along with your monitoring software. FreshStart supports Domains so that will not be an issue.

Remember that the virus scan and data transfer phase of the automated service takes the longest and is a function of the condition and speed of the old drive, the amount and type of data being transferred, the speed of the USB connection, so plan accordingly.

Make sure that your techs put a label on the old drives identifying the PC and user they came from prior to delivering these to the business owner or manager for either backup storage or secure destruction.



Onsite Service Pricing

Our MSP and Corporate IT Service Providers use a wide range of pricing that is based on the type of customer, location, labor and travel costs, etc.

The typical MSP onsite service price per PC FreshStart for their small business customers is \$200 plus the cost of the replacement drive.

Corporate clients typically charge \$300 or more but include the replacement drive.

In either case the cost of a FreshStart key per service (if you are a subscriber) is \$10. SanDisk replacement SSD drive prices vary, but using our website link for registration, they usually run 10% below best retail prices.

The Real Value to your Business

Beyond the high profit margin per service generated from performing a FreshStart service there are two other important benefits to your service business. Your customers when they arrive the next day and find their PC booting at least 10 times faster and totally problem free will generate a lot of good will. You will also be saving on the cost of dealing with further PC problems down the road once these PC's have been FreshStarted. Less calls means less cost and a happy customer!