

Resort Property Technology Management Service Offering

Resort Property Owners and Tenants have unique technology needs. They face the same technology issues as in their regular homes, but don't have the familiarity with the different location. Whether you are a property owner maintaining technology in a remote location or a tenant with a requirement to monitor work emails or to stream the Disney Channel for the kids, The Smart Guys of Delmarva Technology can assist. We offer an economical and effective option for maintaining your resort property technology so that it is available without hassles. We also offer in-home PC and Mac repair, upgrade and troubleshooting services.

We understand the frustration and confusion of resort area visitors. Typically, you have a resort property manager to maintain the exterior and interior of your building, but they typically do not have the knowledge to maintain the technology inside. We offer personalized, in-property service. Too often, the issues technology users face are unique to the environment you're working in. We come to you. So when our tech leaves, you know your entertainment systems, network, internet connection and printers are all working together the way you need for them to in your property.

If your systems need more than a bit of maintenance, we'll give you straight-forward advice about whether it makes sense to repair it or replace it. If we can do the repair more efficiently off-site, we will recommend our courtesy pick-up/drop-off service to get your device up and running as quickly and efficiently as possible.

Large companies have the advantage of a big IT budget and in-house IT support. You have the Resort Property Technology Management Service provided by the *Smart Guys* of Delmarva Technology. Call today if you have any questions or to enroll in our annual program.

The Smart Guys
302.362.7713

Resort Property Technology Management Service Offering

Hours of Coverage

Basic – Monday through Friday 9:00am to 5:00pm

Enhanced – Monday through Friday 9:00am to 7:00pm, Saturday and Sunday:
11:00am through 4:00pm.

What is Covered

- Document Configuration
- License and Asset Management
- Provide Operating Instructions
- Season Startup
- Authorized Owner/Tenant Tier 1 Troubleshooting for covered configuration (**by appointment, Basic support hours**)
- Maintain Software Updates on applicable devices
- Connection support for personal computing devices for internet/network connectivity.
- Wired and Wireless Networking
- Managing technology components to provide desired occupant functionality.
- Maintaining password lists.
- Tier 1 Incident Management – An incident is defined as an interruption in the ability to use the managed technology. Incidents will be investigated and diagnosed and resolution attempted using the current configuration and technology components.
- Problem management. The root cause of pervasive issues in the configuration will be evaluated. Potential resolutions will be proposed. Resolution implementation may proceed under a different program and under separate agreement between Delmarva Technology and the owner.
- Off – Season Management/Monitoring
- Purchasing and Installation Services (Only available on currently managed configuration. Replacement and/or repair costs are NOT covered. Installation services may incur additional costs.)
- Provide point of contact and liaise with service providers (proper authorization is required as a point of contact on accounts)

Services are limited to the following component configuration. Additional technology component service is available at additional charge.

2 Entertainment Systems. An Entertainment system is limited to the following components:

- Television
- Connected Amplifier
- Connected Video Player (Tape, DVD, Etc)
- Connected Gaming System
- External Speakers
- Streaming Devices
- HDMI Switching Devices
- Wired or Wireless Network Connections
- Cable or Satellite Receiver
- Remote Controllers

1 Home Network (with up to 10 connected devices)

1 Internet Modem

1 Internet Gateway (for home automation, e.g. light, lock or thermostat control)

1 Wireless Router

1 Printer

What is not covered.

Personal Computing Device (Desktop, mobile) software or operating system functionality.

Implementation of new technology.

Cost of repair, replacement or new technology component costs.

Costs:

- \$60 Onboarding / Startup Fee.
- \$15 per month paid annually (\$180). Payments are due upon program enrollment and on annual program enrollment anniversary date. Delinquent Accounts are subject to immediate termination and startup fee to re-initiate service.
- Program fees cover Basic Support Hours. Enhanced Hour Coverage available at additional cost.
- Fees cover yearly (12 Month) program only; Seasonal Program Provided under different price structure