



Solid Relationships. Solid Solutions.

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An Employee-Owned Company

Solid IT Networks: Services & Support Warranty Policy

In alignment with DIR-CPO-5404, Solid IT Networks provides a range of services, including:

- Engineering Support
- Remote Support
- Installation
- Configuration
- Site Surveys
- Project Management
- Technical Services
- On-Site Support
- Implementation
- Network Analysis
- Design & Consultation
- Support Services

Statements of Work (SOW)

Based on customer requirements and guidelines, a customized Statement of Work (SOW) will be provided. In addition to achieving the project's technical installation, configuration, and implementation goals, Solid IT ensures a seamless and professional project management experience for all customers.

Project Management

Solid IT offers customer-focused project management services, including a formal project plan that details all tasks and milestones necessary to complete the engagement. Depending on the specific SOW, services may include:

- Comprehensive project management
- Data gathering and analysis
- Implementation and technical support
- Documentation and turnover process

Warranty Policy

- Solid IT considers the scope of work incomplete until the customer has provided a formal sign-off.
- As defined in the SOW, technical support, consulting, and problem-solving will be provided throughout the implementation project and for a specified period thereafter.
- Ongoing support will be available for issues directly related to the installation and configuration of provided hardware.
- Product warranties and support are subject to the manufacturer's policies and contracts, which may apply to the hardware provided.
- Issues related to preexisting hardware or configurations fall outside the scope of Solid IT's ongoing support.

Customer Responsibilities

Customer responsibilities and assumptions will be explicitly detailed in the SOW to ensure alignment and clarity throughout the engagement.