



SET3
SOLUTIONS



Expert Advice and Support Across the Entire ManageEngine Suite

IT management software sales, implementation, consultancy and training:
Deploy the right solution for your network requirements.

Make Sense of ManageEngine



Active Directory



Service Desk



Desktop & Mobile
Device
Management



Network & Server
Performance
Management



Application
Management



IT Security
Management
Solutions



Cloud Based IT
Management

Quotation

Quotation Reference: [REDACTED]

Subject: ServiceDesk Plus Enterprise ESM Instance Quote

Prepared For: [REDACTED], Health Education England (HEE)

Prepared By: [REDACTED]

Quote Valid Until: [REDACTED]



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Quotation

4 Kings Court, Harwood Road, Horsham, West Sussex, RH13 5UR
Tel: 01403 588 898
Website: <https://www.manageenginesales.co.uk>

Customer: [REDACTED], **Health Education
England (HEE)**
Prepared By: [REDACTED]

Quotation #: [REDACTED]
Date: **07/10/2022**

Description

Item Code & Description	Price	Qty	Amount
46279.31S - ServiceDesk Plus Cloud Enterprise Annual Subscription fee for 50 Technicians (2000 nodes)	[REDACTED]		[REDACTED]
SRV004 - 1 Days Consultancy (7 hours) Configuration of new HR instance. Exact details pending call with HR Team.	[REDACTED]		[REDACTED]
	Sub Total		[REDACTED]
	VAT (@ 20%)		[REDACTED]
	Grand Total		[REDACTED]

Remarks:

Licenses: Software licenses, if supplied, will be registered to **licensing@hee.nhs.uk**

Terms: Set3 Solutions Limited Standard Terms and Conditions apply unless otherwise agreed in writing.
Immediate payment unless otherwise agreed.
<https://manageenginesales.co.uk/terms-and-conditions>

Validity: [REDACTED]

For Set3 Solutions to fulfil an order for ManageEngine or ZOHO software or services your company details will be shared with ManageEngine (ZOHO) Netherlands and ManageEngine (ZOHO) India.

E & OE



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Our Services

Evaluation

Our highly experienced team can evaluate your requirements, identifying critical business challenges, and suggest the most effective solution, using our complete understanding of the entire ManageEngine portfolio.



Implementation

With many years of practical experience, our ManageEngine certified engineers will ensure you achieve the very best from your investment in ManageEngine. With Set3 helping, you can expect to 'get it right' first time.



Licensing

As the UK ManageEngine technology partner, we provide licensing for the full product suite. By purchasing your new, upgrade or renewal license direct from Set3, you'll benefit from a UK-based layer of expertise from your dedicated account manager, at no extra cost.

Training

Recently implemented a ManageEngine product? Been using it for years? In either case, we are confident that you will benefit from our ManageEngine training services. Our knowledgeable team draw on numerous customer examples to empower your team to do more with ManageEngine.



Consultancy

Being appointed as UK Technology Partners didn't just happen. In large part, it is thanks to the commitment and dedication of our highly skilled team of consultants being able to provide in-depth advice and assistance for the entire ManageEngine software suite.





Additional Conditions for Supply of Set3 Solutions Ltd Consultancy Services

Set3 Solutions offer the following principle services in relation to ManageEngine and Zoho products either remotely or on-site as indicated by the quotation provided:

- Advice on major and minor security and version updates to applications including the identification of any potential issues and/or modifications required by specific patch updates.
- Assistance with application patch updates by pre-arranged appointment during normal office hours.
- Assistance in diagnosing and identifying application issues and potential workarounds where available.
- Improved support communication for issue acceptance and resolution by the developer via software patch or subsequent future maintenance patch update.
- Pre-arranged consultancy sessions to advise and assist with application changes and configuration of specific application features.
- Pre-arranged consultancy services to advise and assist with development of custom functionality and 3rd party application integration.
- Pre-arranged training sessions for new and existing staff to improve operational performance and usage of installed ManageEngine applications.

From time to time a requirement for significant additional work may be identified as part of the supply of consultancy and support services. At such times Set3 Solutions Ltd will provide the customer with suitable options for the scope of such work and any additional costs.

The customer is responsible for taking any application backups, virtual host snapshots and/or external database backups as requested by Set3 Solutions Ltd for system recovery purposes. Updates and changes should be tested before application to a production environment. Where such testing is not performed updates and changes to production systems will be entirely at the customer's own discretion and risk.

Set3 Solutions Ltd are not the developers of ManageEngine applications and have no means to alter or change the application code nor does Set3 Solutions provide software support or maintenance. Any identified software issues will need to be addressed by the developer Zoho Inc as part of the customer's software license or Annual Maintenance and Support (AMS) agreement.

Set3 Solutions Ltd will carry out reasonable endeavours to configure any advertised ManageEngine product functionality where requested. Where an issue is identified the customer may be required to liaise directly with Zoho support for additional assistance and/or advice to resolve.

Set3 Solutions are not responsible for meeting any implementation timescales with respect to consultancy and/or support services provided. The provision of the advertised services by Set3 Solutions is subject to availability. Set3 Solutions reserve the right to amend any pre-arranged bookings at short notice and without explanation. Any unused consultancy is non-refundable.

It is the customers responsibility to take any necessary measures or precautions to protect sensitive information. Set3 Solutions Ltd will not share or disseminate any specific details or information relating to customer consultancy, that is not already available in the public domain, without prior written consent.

The customer authorises Set3 Solutions Ltd and it's employees to access their ManageEngine applications Any remote access capability and/or ManageEngine application access provided to Set3 Solutions Ltd to allow them to perform any agreed undertaking as part of the service provision is entirely at the customer's own discretion and risk.

In no event will Set3 Solutions Ltd be liable to the client or any third party for any damages, including lost profits, lost savings or other incidental, consequential or special damages arising out of a system failure owing to the application of an a patch update, failure of a patch update or application or network configuration change, even if Set3 Solutions Ltd has been previously advised of such damages.