



Computer Leasing FAQs

What is Modern Networks computer leasing?

Modern Networks computer leasing offers you the latest desktop and laptop computers for a fixed monthly fee. This enables you to equip your staff with the right technology to do their job without incurring large capital costs.

When should I replace my computer?

Modern Networks recommend that Office desktops and laptops be upgraded every 3 years.

Why should I replace my computer every three years?

There are numerous reasons why you should replace your computer every three years:

- **Degrading performance** - Overtime your computer's performance will deteriorate. By its fourth year, a computer can take twice as long to complete the same tasks as it did when new. Older PCs are rarely under warranty and their failure rates increase steadily with age.
- **Introductions of new operating systems and software upgrades** - Technology is constantly changing and new operating systems and software upgrades are regularly introduced. PCs running old, unsupported operating systems and legacy software will leave you incredibly vulnerable to cyberattacks and put your corporate data at risk.
- **Hardware and software vulnerabilities** - Older computers lack the built in security features such as device encryption which help to improve security and reduce the risk of data loss.

How do I get a quote?

To obtain a quote please contact your Account Manager or our Modern Networks Sales Team on 01462 425500 and we will be happy to discuss our computer leasing options with you.

What types of computer are available for lease?

There are three types of computer available for lease. A standard desktop, a standard laptop and a portable laptop for those on the move. All options come with a full manufacturer's warranty and the latest Windows operating system installed.

How long is the contract?

Modern Networks computer leasing is sold on a 36-month term.

Does the price include peripherals such as a monitor?

No. All computer peripherals such as monitor, mouse and keyboard are sold separately. Modern Networks will provide you with a quotation for these items on request.

Are there any additional costs?

There is a one-off cost of £100.00 to setup and configure the device to your specific requirements. We will also transfer your data to the new device.

There is a one-off cost of £20.00 for delivery of the device and collection at the end of the agreement.



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How long will it take to get my new computer?

Upon receipt of a valid Purchase Order, your new PC will be delivered to your chosen location within five business days.

What software will be installed on my computer?

Modern Networks offer a range of optional extras. We strongly recommend that you take our anti-virus software and Web security services to protect the device. We also offer Modern Networks PC Backup to ensure that your corporate data is recoverable in the event of a major incident such as a building fire or ransomware attack. Modern Networks will also install special software on the device that allows us to remotely monitor and support the device.

What about my third party applications?

Prior to placing an order for your new computer, you should confirm any third party applications, such as visitor management or building management systems, that need to be installed onto the device. Modern Networks can then complete compatibility checks.

Modern Networks will make reasonable endeavours to liaise with third party suppliers and assist in the installation of third party applications where required. You will need to provide the contact details of your third party software suppliers to Modern Networks.

What happens if my computer breaks?

Any faults with your computer must be reported to the Modern Networks Service Desk immediately. Where we are unable to resolve the fault remotely, we will make reasonable endeavours to provide a replacement device the next business day. Please note that the fault must be reported prior to 12pm for next business day replacement.

What happens if I lose my device?

If your device is lost or stolen, you must report this to Modern Networks Service Desk immediately. If the device has been stolen, it must be reported to the police and a crime reference number obtained. Modern Networks reserves the right to invoice you for the full value of the computer plus any reasonable costs required to rebuild and replace the device.

What happens if I accidentally damage my device?

The customer is responsible for the care and safekeeping of the computer. The customer is liable for any accidental damage to the device caused by negligence or improper use. If the device is damaged this must be reported to the Modern Networks Service Desk immediately. Modern Networks reserves the right to invoice for the full value of the computer plus any reasonable costs required to rebuild and replace the device.

What are my options at the end of the contract term?

At the end of the contract term, you can either renew the agreement and receive a new device or end the agreement and return the computer to Modern Networks.