
Service Plan 1

This is a formal plan that is carried out by a technician, on a schedule that suits you.

E.G. A visit to your site for general computer/server maintenance that also including installing software updates for. Antivirus, Windows 10 hours per month

Telephone support

Instant telephone support to resolve many IT related questions and issues unlimited up to a maximum of 10 hours per month.

Remote Support

Depending on your network configuration, we can install our own remote access equipment to allow us instant access to your network for troubleshooting purposes. Customers with broadband connection may be able to use our VPN hardware allowing them to access their networks from home.

Support for hardware from most popular manufacturers

Replacement parts for general PC and server hardware.

Reimbursement for supplies, on occasion, there may be a need to purchase spare parts, other equipment, supplies, accessories or software; in that case, The Customer shall be responsible to and agrees to reimburse for all such costs or expenses incurred under this project. **No purchases will be made without prior approval of The Customer.**

Network and structured cabling support

Service pack application

Software problem resolution for operating system and most common applications including:

Microsoft® Windows® 95/98/Me/NT/2000/XP/Vista

Office 97/2000/XP/2003

Outlook® 98/2000/2002/2003

Project and other support work will be quoted for on demand.

Project work billed on a per project basis agreed in advance of commencement of work

We offer customers with contracts reduced rates on additional IT services, for example:

Office relocations

Server installations

Provision of Hardware

Web site development

Bespoke programming

Costs

Services shall be provided to The Customer at a base rate of £60.00 per hour

("Base Rate") for work done from Monday to Friday from 8:30 a.m. to 5:30 p.m., and shall apply regardless of whether the Services are performed on-site, remotely.

The Overtime Rate shall be charged at Base Rate plus 20% per hour ("Overtime Rate") for Services provided to The Customer before 8:30 a.m. and after 5:30 p.m. on weekdays, and on Services provided over weekends and during Bank Holidays

Call Out shall be charged at Base Rate plus 50% per hour ("Rapid Response Rate") in the event the Customer request same day service for work done Monday through Friday from 8:30 a.m. to 5:30 p.m. and shall apply for work done the same day as the customer request.

Services are based on actual time spent, regardless of the complexity of the problem or issues addressed. However, there is a 1-hour minimum charge for services other than telephone calls.

All service charges detailed above are exclusive of VAT, which will be charged at the rate applicable at the relevant tax point date.

Service Plan 2

Offers the same as above but charges on a per machine basis

1- 5 Machines £10.00 per hour

6 – 10 Machines £8.00 per hour

11-30 Machines £7.50 per hour

30 + 50 Machines £5.00 per hour