



## Support Contract Appendix 1 Bronze Service Level Agreement

This support contract includes the following benefits **at no extra cost**

- Reduced hourly labour rates
- Guaranteed response times
- Access to our growing list of help sheets
- Purchasing advice
- Remote Server Servicing

In return, we require

- a monthly retainer, based on your IT equipment and service level
- prompt payment of our invoices for parts and labour
- a single “point of contact” for problem reports

### Retainer Fees

Service Level	Per PC	Per Laptop	Per Server
Bronze	£5	£10	£25

### Labour Rates

Service Level	Call-out (1st hour)	Per Hour	Remote 15m	'Phone 15m
Bronze	£75	£50	£10	£10



## Support Contract Appendix 1 Silver Service Level Agreement

This support contract includes the following benefits **at no extra cost**

- A free systems health check (Normally £675)(refunds on first 6 invoices)
- Annual system "Spring Clean" for all covered computers
- Reduced call-out rates
- Reduced hourly labour rates
- **Half hour** billing periods (after the initial hour)
- Guaranteed response times
- Proactive server maintenance
- Access to our growing list of help sheets
- Purchasing advice
- Remote Server Servicing

In return, we require

- a monthly retainer, based on your IT equipment and service level
- prompt payment of our invoices for parts and labour
- a single "point of contact" for problem reports

### Retainer Fees

Service Level	Per PC	Per Laptop	Per Server
Silver	£10	£15	£50

### Labour Rates

Service Level	Call-out (1st hour)	Per Hour	Remote 15m	'Phone 15m
Silver	£60	£50	£10	£10



## Support Contract Appendix 1 Gold Service Level Agreement

This support contract includes the following benefits **at no extra cost**

- A free systems health check (Normally £675)(refunds on first 6 invoices)
- Annual system "Spring Clean" for all covered computers
- Half yearly review of IT investment
- Reduced call-out rates
- Reduced hourly labour rates
- **Quarter hour** billing periods (after the initial hour)
- Guaranteed response times
- Remote support option
- Proactive server maintenance
- Access to our growing list of help sheets
- Purchasing advice

In return, we require

- a monthly retainer, based on your IT equipment and service level
- prompt payment of our invoices for parts and labour
- a single "point of contact" for problem reports

### Retainer Fees

Service Level	Per PC	Per Laptop	Per Server
Gold	£15	£20	£75

### Labour Rates

Service Level	Call-out (1st hour)	Per Rate	Remote 15m	'Phone 15m
Gold	£40	£40	£10	£10



# Support Contract Appendix 1

## Platinum Service Level Agreement

This support contract includes the following benefits **at no extra cost**

- A free systems health check (Normally £675) (refunds on first 6 invoices)
- A free security health check (Normally £675) (refunds on invoices 7 - 12)
- Annual system "Spring Clean" for all covered computers
- Annual backup of workstations to off-site location
- Annual review of IT investment & strategy
- Quarterly full backup of server to off-site location
- Monthly report of server usage
- Daily report of server status
- Reduced call-out rates
- Reduced hourly labour rates
- **Quarter hour** billing periods
- Guaranteed response times
- Remote support option for all workstations
- Proactive server maintenance
- Fast server recovery to new hardware (approx. 3 working hours)
- Fast workstation recovery to new hardware (approx. 8 working hours)
- Access to our growing list of help sheets
- Purchasing advice

In return, we require

- a monthly retainer, based on your IT equipment and service level
- prompt payment of our invoices for parts and labour
- a single "point of contact" for problem reports

### Retainer Fees

Service Level	Per PC	Per Laptop	Per Server
Platinum	£25	£30	£125

### Labour Rates

Service Level	Call-out (1st hour)	Per Rate	Remote 15m	'Phone 15m
Platinum	£40	£40	£10	£10