Support Services

We offer a range of IT services for customers of all sizes which we sub-divide into two types support and consultancy. All our customers can log requests for assistance between 0900 and 1730 Monday to Friday, with the option for extended hours.

What is the difference between "support" and "consultancy" ?
An example of a consultancy task would be the client requiring the installation of new hardware, software or a reconfiguration of some aspect of the existing service. A support task usually involves the investigation and resolution of a problem with the existing systems.

Can a support agreement cover home computers brought in by members of staff?
Assuming you, the client, are agreeable to being charged for activity undertaken we will undertake work on personal machines on the basis of the Fix on Fail rates below. We will not undertake work and invoice an individual separately.

FIX ON FAIL
Pay as you go support with no guaranteed service level agreement. Work for contract customers takes priority but we would normally expect to resolve an issue within 48 hours.

Charges based on time utilised, no call out, but you will be billed for parts.

	1st Hour & Minimum	Each Subsequent 30 minutes
On site fix on fail, no call out charge – standard technician	£85.00	£42.50
On site fix on fail, no call out charge – senior technician	£125.00	£62.50
Delivered to & Collected from our premises	£50.00	£25.00
Remote Access Support / Fix	£85.00	£42.50
On-site consultancy tasks	£85.00	£42.50

CONTRACT SUPPORT
Charges are per month based on the number of servers, workstations and peripherals and are payable monthly in advance. A service level agreement is provided.

You will be additionally billed for any parts used

	Paid by DD	Paid on Invoice Submission
Each server	£45.00	£49.00
Each workstation	£10.00	£11.00
Printers / NAS Devices / Backup Units	£7.50	£8.25
Routers, hubs, switches & other networking equipment	£5.00	£5.50
Charges for consultancy activity will be charged monthly in arrears based on the following scale :		
First Hour	£65.00	£75.00
Each subsequent 30 minutes	£32.50	£37.50

SUPPORT FOR HOSTED DESKTOP CUSTOMERS

Standard Hosted Desktop support covers issues relating to the delivery of our cloud-based service and any of the software or configuration contained within the hosted desktop environment.

It does not include installation of the client software necessary to connect to the service (for which we provide "How To" guidance notes). Where required, we will perform these installations as a **chargeable** activity.

	Paid by DD	Paid on Invoice Submission
First hour	£65.00	£75.00
Each subsequent 30 minutes	£32.50	£37.50

Provision of a hosted desktop environment does not automatically provide for support on your local workstation, printers and/or networking equipment. Support for your on-site IT equipment and software is **chargeable.**