

Service Descriptions

Remote Support

This is our basic Service Level Agreement (SLA). Our trained engineers will access and manage your systems remotely (i.e. over the Internet) in order to troubleshoot, fix problems and install software.

Fully Managed Support

This is our most popular SLA. Our trained engineers will access and manage your systems remotely (i.e. over the Internet) in order to fix problems and install software but if they can't connect to, or fix the device remotely, then they will come to site without delay. The SLA also includes regular Preventative Maintenance Visits (PMVs) to check equipment and clean and sanitise mice, keyboards and screens etc.

Fully Managed PLUS Support

This is our premium SLA. Our trained engineers will access and manage your systems remotely (i.e. over the Internet) in order to fix problems and install software but if they can't connect to, or fix the device remotely, then they will come to site without delay. The SLA also includes regular Preventative Maintenance Visits (PMVs). Also included is an agreed number of on site engineering days per month that can be used for any purpose (e.g. special projects) at a specially discounted price.

Number of supported Users	TOTAL PRICE Per calendar month		
	Remote Support	Fully Managed	Fully Managed PLUS
1 - 2	£29.70	£49.50	£49.50 (see note 6)
3 - 5	£49.50	£82.50	£82.50 (see note 6)
6 - 10	£82.50	£137.50	£137.50 (see note 6)
11 - 15	£126.50	£192.50	£192.50 (see note 6)
16 - 20	£148.50	£247.50	£274.50 (see note 6)
21 - 25	£181.50	£302.50	£302.50 (see note 6)
26 - 30	£214.50	£357.50	£357.50 (see note 6)
31 - 35	£247.50	£412.50	£412.50 (see note 6)
36 - 40	£247.00	£467.50	£467.50 (see note 6)
41 - 45	£313.50	£522.50	£522.50 (see note 6)
46 - 50	£346.50	£577.50	£577.50 (see note 6)
51 - 55	£379.50	£632.50	£632.50 (see note 6)
56 - 60	£412.50	£687.50	£687.50 (see note 6)
61 - 65	£445.50	£742.50	£742.50 (see note 6)
66 - 70	£478.50	£797.50	£797.50 (see note 6)
71 - 75	£511.50	£852.50	£852.50 (see note 6)
76 - 80	£544.50	£907.50	£907.50 (see note 6)
81 - 85	£577.50	£962.50	£962.50 (see note 6)
86 - 90	£610.50	£1,017.50	£1,017.50 (see note 6)
91 - 95	£643.50	£1,072.50	£1,072.50 (see note 6)
96 - 100	£676.50	£1,127.50	£1,127.50 (see note 6)

Notes:

- All activities are carried out or supervised by experienced Microsoft-trained and Certified engineers.
- Price is based on the number of users that require support and excludes VAT. Payment is monthly in advance by Direct Debit.
- Price includes up to 2 x main locations where more than 2 Users are located.
- The number of servers and peripherals on each site is disregarded.
- Add 5% to the total price for each additional main location.
- Fully Managed PLUS - Add £400 for each on site day required to the Fully Managed support price

