



Our **TOTAL** plan covers pretty much everything. It makes your IT expenditure simple and predictable. As you are paying a fixed price for all support it's in our interests to make sure nothing goes wrong. The cost per month depends on the number of users & size of network but we carry out a full site-survey to provide exact cost before you decide.



The **EXTENSIVE** plan includes core monitoring and maintenance with up to 6 hours of on-site and remote support per month. This means it costs significantly less than the TOTAL plan but you bear some risk of unforeseen costs if there's a major problem.



With the **ESSENTIAL** plan you're covered for second and third line support at a very economical fee. You get up to 3 hours of on-site and remote support each month as well as strategic and procurement advice plus a dedicated Account Manager.

COMPARE THE PLANS AT A GLANCE:

	TOTAL	EXTENSIVE	ESSENTIAL
Technical services			
Monitoring	Y	Y	
Proactive maintenance	Y	Y	
Remote support desk	Y	Y**	Y*
Onsite support	Y	Y**	Y*
Planned site visits	Y		
Server reload	Y		
Quarterly account management meetings	Y		
Equipment loan	Y		
Management services			
Account manager	Y	Y	Y
Procurement advice	Y	Y	Y
Strategic advice	Y	Y	Y
Evening and weekend support	O***	O***	O***

* 3 hours of remote or onsite support is included per month
 ** 6 hours of remote or onsite support is included per month
 *** Optional