

IT SUPPORT PACKAGES



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1. ANNUAL SUPPORT CONTRACTS

Support contracts have a number of advantages over the traditional 'break-fix' approach to IT support. Whereas 'break-fix' involves attempting to resolve problems as they occur, support contracts aim at preventing those problems in the first place. This is achieved by including a greater degree of monitoring and preventative maintenance in the support contract. Just as you wouldn't expect your car to run smoothly if routine maintenance was never carried out, your IT network is unlikely to do the same in similar circumstances.

Although everyone has emergencies, and we certainly provide assistance in those instances, with an ITELICA support contract our focus is on making your network run as optimally as possible. This involves allocating a percentage of support time to maintenance, pre-scheduled site visits and network monitoring using our NetGuardian system. Our NetGuardian system monitors your network around the clock and reports any anomalies to us. It's an invaluable way of ensuring backups complete successfully, critical processes are running, virus signatures are up-to-date, hard drives have adequate space plus an extensive list of other system checks. By keeping a constant eye on your servers, we detect and address small problems before they cause major system outages. **ALL** three of our IT support contracts include the NetGuardian monitoring service. We also offer server monitoring as a standalone service for a small monthly fee, please ask for details.

SERVICE LEVEL AGREEMENTS

Itelica IT support contracts include a service level agreement (SLA) which is agreed with the client before the contract commences. It allows the client to see exactly what they are getting as part of their IT support contract as well as allowing both parties to objectively monitor service level performance. For our part, we constantly strive to exceed service levels.



Our **PLATINUM PLUS** plan covers 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 will conduct a full site-survey at no charge to provide the exact cost before you decide.



The **PLATINUM** plan includes unlimited telephone support plus 8 hours of maintenance and 2nd and 3rd line support per month as well as strategic and procurement advice, planned site visits and a dedicated Account Manager. It costs significantly less than the platinum plus plan but the client does bear some risk of unforeseen costs if there's a major problem.



With the **GOLD** plan your IT support needs are covered at a very affordable fee. You get unlimited telephone support plus 4 hours of 2nd and 3rd line support per month and strategic / procurement advice plus a dedicated Account Manager. Use the table below to compare the three packages.

COMPARE CONTRACTS AT A GLANCE:

	PLATINUM PLUS	PLATINUM	GOLD
Technical services included			
Unlimited telephone support	Y	Y	Y
Server Monitoring	Y	Y	Y
Proactive maintenance	Y	Y	Y
Remote support	Y	Y	Y
Onsite support	Y	Y	Y
Planned site visits	Y	Y	
Regular health checks	Y	Y	
Server reload	Y		
Quarterly management meetings	Y		
Equipment loan	Y		
Management services included			
Account manager	Y	Y	Y
Procurement advice	Y	Y	Y
Strategic advice	Y	Y	Y
Evening and weekend support	Optional	Optional	Optional

PRICES & PAYMENT

We offer a payment schedule where the annual support fee can be paid by the client over the duration of the contract in 12 interest-free instalments. By spreading the cost in this way our IT support contracts are more affordable and convenient. With this in mind, the cost of our three support contracts is:

GOLD	£130.00 per month
PLATINUM	£250.00 per month
PLATINUM PLUS	Price provided upon completion of site survey

2. SUPPORT HOURS UPFRONT

As a cost-effective alternative for those clients who do not wish to commit to a 12 month IT support contract we offer 10 and 20 hour blocks of support at £27.00 per hour which is a significantly lower rate than our standard ad hoc support rate. Once purchased, these hours never expire and can be used as and when needed by the client. They provide clients with peace of mind, knowing they have support hours always available to use for routine, emergency or project-based IT work.

3. AD HOC SUPPORT

For those clients with infrequent IT support needs we offer ad hoc (pay-as-you-use) support. Engineers are available to meet your support needs at our standard hourly rate of £34.00.

We offer a free, no-obligation consultation so please tell us about your organisation's IT support needs by calling **01603 340095**