



SUPPORT OPTIONS

Fixed Cost Support (Unlimited Remote)

This support level is suited to SME's & Corporate Clients who need to budget for their IT Support annually.

Support will be calculated based on an industry standard model taking into account infrastructure, software in use, hardware in use and number of users. Our standard service level agreement (SLA) being 4+4 (within 4 hr call back and within 4hr from contact to fix). This model is primarily off-site support but a pre-requisite of secure remote connectivity is required. This support includes unlimited telephone and remote support.

All fixed cost support is paid quarterly in advance.

“Pay as you Go” Support

This support level is suited for SME's and Home Users who do not have a specific IT budget, however, they want the reassurance of an off-site IT Department but do not want to be tied into a contract or charging.

We offer the same style of support as the unlimited remote (above), however, this is charged on a per incident basis.

Pre-requisite of secure remote connectivity is required.

“Pre-Pay” Support

As Pay as you Go (above) however, by Pre-Paying (minimum of ten incidents) you would benefit from a lower cost per incident.*

Consultancy & Bespoke Support Levels

We would be happy to cost for any consultancy work you require – this is normally conducted on a Day or Half-Day rate. We can create bespoke support packages for clients whose needs are not as clean-cut as the packages above – please call to speak to one of our team for further details.

NOTE:-

*Incidents expire after 12 months.

All support models have the following pre-requisites:-

1. Availability of secure remote management with all included devices being available for remote control or management. (The provision/configuration of this facility will be the responsibility of the Customer)
2. A site review to allow documentation of hardware/software in use. Advanced Computer Technologies Limited may require identified remedial work to be carried out prior to the start of the support arrangement and may decline the support of certain hardware/software. This review will be carried out at Advanced Computer Technologies Limited expense unless any remedial work and/or the support arrangement is then declined – in this instance a nominal charge will be applied (available on request).

Please review the Advanced Computer Technologies Limited Terms and Conditions (available upon request).

