



effective
systems

IT Support Pricing Schedule

Features \ Support Package	Pay as you Go	Mini	Midi	Mega	Explanation
Monthly Subscription	N/a	£125	£250	£750	
Guaranteed Service Level Response Time	Best Efforts	8 hour	4 hour	2 hour	Guaranteed period within which we respond to a problem
On-site Support	☺	☺	☺	☺	Work performed on the customer's premises
'Quick Fix' Telephone Advice	☒	☺	☺	☺	Free advice for queries and minor issues that only take a few minutes to resolve
Remote Problem Resolution	☒	☺	☺	☺	Diagnosis & remote resolution of problems without a site visit
Preventative Maintenance	☒	☺	☺	☺	Scheduled maintenance work to reduce likelihood of problems
Remote Server Monitoring	☒	☺	☺	☺	Remote review of customer server performance (weekly)
On-Site Server Maintenance	☒	👍	☺	☺	On-site maintenance of customer server (monthly)
Desktops / Laptops	☒	👍	👍	☺	On-site maintenance of customer desktops & laptops (monthly)
Accelerated Service Level Response	☒	👍	👍	👍	Option to enhance standard Service Level Response Time
Regular Technology Review	☒	👍	☺	☺	Monitoring technology developments for useful new features & functions
Regular Service Review	☒	👍	☺	☺	Regular review to assess service delivery performance
1st Hour's Labour (On Site)	£150.00	£70.00	£70.00	£70.00	
Subsequent Labour per hour (On Site)	£85.00	£70.00	£70.00	£70.00	
Remote Problem Resolution per hour	☒	£40.00	£40.00	£40.00	Resolution of a problem where we do not have to attend site

Key :



= Included



= Available as an optional extra



= Not Available

Note : If you prefer a **fixed monthly cost** covering all your support needs, we can tailor a specific solution to fit your requirements. Pricing will be determined following an initial system survey. Please call us to discuss.

Effective Systems Ltd

8 The Coles Shop, Merton Abbey Mills, Watermill Way, London SW19 2RD

Web : effects.co.uk **E-Mail :** info@effects.co.uk **Tel :** 0845-838-5331