

## Business Support Scheme

### IT Support for SME's

“The Business Support Scheme is suitable for clients who have a regular requirement for on-going support, or who have frequent IT projects to budget for. This is the most popular of all our support schemes, as it provides generous discounts, priority response and call-out fee waivers.”

## How the scheme works

The Scheme is very similar to that of mobile phone providers. You choose the number of units you wish to purchase per month. These units are then 'depleted' appropriately as support is provided to you and your staff. Unused units are rolled over to the following month. Over-spent units are charged separately - at the discounted 'business support' rate (prices below).

## Priority response times

Business Support Scheme clients are awarded priority response as follows:

### **Level 2 (non-critical issues) - response to your enquiry within four hours.**

All enquiries on this scheme are allocated Level 2 response times as standard. In most instances, Level 2 response is appropriate. However, in the event that your issue is business critical you may wish to upgrade your enquiry to 'Level 1' support.

### **Level 1 (critical issues) - response to your enquiry within one hour.**

In the event that your issue is critical, you may request that your enquiry be upgraded to Level 1 support. Level 1 enquiries are given top priority **at no extra cost or additional units** (by comparison, a premium rate charge is applied on standard Pay-as-you-Go scheme).

## Callout fee waived

Unlike Pay-As-You-Go, there is no additional charge for site visits on the Business Support Scheme. This provides a **saving of £35.00 or more** on emergency visits.

## No twelve-month contract

Three month signup is all that is required to get started. At the end of this initial period, your Account Manager will contact you to review your spend – providing you the opportunity to increase or decrease the number of units for the following quarter (subject to minimum 10 units per month).

## Guarantee

SerendipiTi provides a five days guarantee for any chargeable work conducted. In the unlikely event that any issue develops as a direct result of our activities, or an issue re-occurs within five working days of closure by our Consultant, we will provide a 'snagging' service at no extra charge (see term and conditions below).

## Monthly statement

At the end of each month, you will receive a Statement of Account as shown below. This Statement details units spent together with confirmation of any units carried forward to the following month.



### Business Support Scheme Statement of Account

Month: **OCT 2011**

6 Westleigh Park  
Scirocco Close  
Northampton NN3 6BW

Unit Allocation	
unused b/f	0
monthly topup	176
<b>available</b>	<b>176</b>

Description	Unit Qty
>>OFFICE: NORTHAMPTON	
04/10/11   S/O No. 10343   Remote Support - Dave Sexton Laptop issue / Call with Kate Kempsey	6.00
05/10/11   S/O No. 10344   Site Visit - ALM Laptop issue; various others (see SO)	20.00
10/10/11   S/O No. 10331   Collect Equipment for Bristol	2.00
12/10/11   S/O No. 10332   Various - see Sales Order	28.00
18/10/11   S/O No. 10335   Various - see Sales Order	21.00
26/10/11   S/O No. 10339   AutoCad research, Setup WSUS; Install MS	20.00
-----	
TOTAL UNITS (NORTHAMPTON)	97.00
-----	
>>OFFICE: MILTON KEYNES	
no support required this month	0.00
-----	
TOTAL UNITS (MILTON KEYNES)	0.00
-----	

In the event that you require a little more support than you have credit for, an 'additional units' invoice (net 30 days) is raised at the same **discounted rate** as your monthly units, and submitted along with your statement of account.

## Ways to spend your units

This scheme provides full access to all of our support services:

- Site Visits
- Telephone support
- Remote support
- Third-Party support
- Maintenance Visits
- End user Training
- Consultation on current technology
- Installation of new equipment and software
- Computer training

## Pricing

Option	Quantity of Units (per calendar Month)	£ per unit (ex vat)	*£15 Callout Fee
1	06-49 units	£15.00 (£60 ph)	Waived
1	50-99 units	£14.50 (£58 ph)	Waived
2	100-199 units	£14.00 (£56 ph)	Waived
3	200-299 units	£13.50 (£54 ph)	Waived
4	300+ units	£13.00 (£52 ph)	Waived

\*Callout (Site Visit) - minimum 4 units

**Remote Support:** Charged by the unit. One Unit = 15 minutes

**Site Visit Support:** Minimum one hour callout. Additional time charged by the unit.

## Key benefits

- Budget your IT spend
- Generous discounts on standard rates
- Free upgrade to emergency response (as and when required)
- choose the number of units to suit your budget
- save up your units and spend on large IT projects
- overspent units will be charged at discounted rate
- callout fee waived
- unspent units carried over to the following month

The actual number of units you can subscribe too is entirely flexible and can be reviewed every 3 months.

**To sign up to the scheme, contact us on:**

**01933 229133**

or email [enquiries@serendipiTi.co.uk](mailto:enquiries@serendipiTi.co.uk)

or visit us at [www.serendipiTi.co.uk](http://www.serendipiTi.co.uk)

## Business Support Scheme - Terms and Conditions

1. Scheme runs on a calendar-month basis – unused units will be rolled-over on the 1st of each month and monthly units added.
2. All enquiries will be allocated Level 2 response unless requested otherwise on a per-incident basis.
3. Requests for Level 1 support subject to a fair useage policy.
4. Response times are based on our office opening hours (9am to 5.30pm Monday to Friday)
5. Units will be renewed / rolled-over on the 1st of each month.
6. Unused units will be rolled for an unlimited time, without penalty.
7. Over-spent units will be charged by separate invoice at Business Support rates.
8. Settlement terms for invoice relating to overspent units strictly Nett 7 days
9. Unused units are non-refundable.
10. Units to be purchased monthly in advance by Standing Order.
11. All units and related service visits limited to premises confirmed on our Order Confirmation.
12. Support and related service visits to premises other than those covered by this scheme will be subject to charge at PAYG rate, unless agreed otherwise.
13. Snagging issues (ie. resolved issues that may unexpectedly re-occur within 5 working days of closure) will be prioritised as Level 2 support and will be non-chargeable at our discretion (subject to our being alerted within the guaranteed period of 5 working days).
14. Cost of new or replacement hardware or software is not covered by this scheme.
15. Units are non-transferrable to third-parties.
16. Support units reserved for service-related support only. Non-redeemable against hardware, software or internet services.
17. A minimum of 6 units per month applies.
18. A minimum 3 months sign-up applies.
19. A minimum of 4 units per site visit applies.
20. 90 days written termination notice required.
21. Cancellation of scheme within first 3 months by client or SerendipiTi is subject to one month notice period in writing.
22. In the event of contract cancellation within the first three months, Business Support rates will no longer apply and all support units charged up to and including one month cancellation notice will be re-calculated at standard PAYG rate.