

Pay-As-You-Go Support

IT Support for SME's

“The Pay as You Go” Support service is suitable for clients with minimal IT supporting requirements, but who may wish to secure IT assistance from time to time. The PAYG service requires no sign-up, no cancellation notice and no registration process, so you can be assured of support from the moment you need it – keeping your systems healthy and your staff happy”.

How the service works

During the hours of 9am to 5.30pm Monday through Friday, we operate a highly-skilled Helpdesk. Simply contact our Wellingborough-based office by email or phone to report your issue. Your enquiry will be logged and submitted to the helpdesk, where one of our experienced staff can discuss the details of your enquiry with you.

Logging calls with our helpdesk is completely free of charge. Chargeable support will only commence once the initial problem has been discussed.

Response times

We provide two levels of response on the PAYG scheme:

Level 2 (non-critical issues) - response to your enquiry within eight hours.

All enquiries are allocated Level 2 response times as standard. 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 two hour.

In the event that your issue is critical, you may request that your enquiry be upgraded to Level 1 support.

We make best endeavours to respond well within the response times shown above. However, please be aware that during busy periods priority may be awarded to clients on our *Companion* and *Business Support* Schemes at our discretion.

Support Methods

'PAYG' Support can assist you in a variety of ways. Dependant upon the nature of your enquiry, you can choose from the following methods of support (our Consultants will help you decide on the most appropriate type of support on a per-incident basis):-

● Telephone Support

A large number of computer issues can be addressed over the telephone, quickly and efficiently. The advantage of telephone support is that your staff members are involved in fixing the issue – this is empowering for the member of staff and is a cost effective way of building the confidence of your end users.

● Remote Support

Our remote tool allows us to take full control of your computers, laptops or Server, so that we can address your issue quickly and efficiently. The main advantage is the speed in which a remote session can be established – often in less than 60 seconds of our Advisor initiating the remote session. An added bonus is that the computer user retains control and is therefore able to see exactly how the problem is solved.

● Third-Party Support

If necessary, our Consultants will contact your third-party provider to assist in the resolution of issues thought to have been caused by their own products or services (for example – BT Broadband).

● On-Site Support

If telephone or remote support cannot address your issue, a site visit can be arranged.

Ways we can assist

Support available in relation to many IT issues, including:

- Servers, Desktops and Laptops
- Hardware and software installations
- Hardware and software troubleshooting
- Local and Wide-area Networks
- Internet & email issues
- Remote Access (setup and support)
- Upgrades
- Project Management
- Computer Maintenance and servicing
- Computer Training
- Anti-Virus and Anti-spam issues
- Backup issues
- Domain names and email services
- Relocations
- Consultation on new technology and IT strategy planning

We also provide and support a wide range of application tools including **Anti-Virus** solutions, **Anti-Spam** products, and **Online Backup** services.

Support Reports

Details of every enquiry are fully documented. All activities relating to your issue are documented throughout the support process. Upon completion of the issue a Report will be sent, detailing the actions taken, and (where possible) instructions on how the issue was resolved.

Pricing

Response Level	Remote Support	Site Visit (incl. first hour + callout fee)	Additional time on site
2 (8hr)	£16.25 per unit (£65ph)	£80.00	£16.25 per unit (£65ph)
1 (2hr)	£21.25 per unit (£85ph)	£95.00	£16.25 per unit (£65ph)

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

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

All prices exclude VAT

For discounts on the above rates, please refer to our **Companion Support** and **Business Support** Schemes.

Guarantee

SerendipiTi provides a five days guarantee for any chargeable work carried out by our Support Personnel. 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).

To seek PAYG assistance, contact us on:

01933 229133

or email enquiries@serendipiTi.co.uk

or visit us at www.serendipiTi.co.uk

Pay As You Go - Terms and Conditions

1. Settlement Terms Nett 14 days
2. All enquiries will be allocated Level 2 response unless requested otherwise on a per-incident basis.
3. Response times are based on our office opening hours (9am to 5.30pm Monday to Friday)
4. 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).
5. Unless stated otherwise, any time spent by SerendipiTi addressing/resolving enquiries will be chargeable.
6. Issues reported as URGENT will automatically be allocated Level 1 service and charged at Level 1 rates.
7. Response times for both Levels 1 and 2 cannot be guaranteed during particularly busy times.
8. Site Visits will be charged at standard 'PAYG support' rates, in addition to any Remote or Telephone Support that may have been conducted prior to the visit in relation to the issue.
9. Outgoing call costs incurred by SerendipiTi during Third-Party support may be chargeable at our discretion