

get the best out of IT

For all customers:

- Unique service guarantees that give you money back if we do not perform to the high standards you expect;
- Cost-effective rates for high-quality work;
- 15 minute charging increments - if it takes us 30 minutes to provide a solution for you why should you have to pay for an hour's work?

For contract customers:

- 1 month minimum contract term;
- Remote monitoring of key functions on a daily basis;
- Next working day call-out response guaranteed;
- If a resolution can be provided within 15 minutes we make no charge;
- A monthly maintenance visit to carry out standard maintenance tasks (maintenance contracts only).

Maintenance and Support

If you consider the cost of having your own IT support staff against the cost of out-sourcing your IT support then the cost savings are significant, which is the reason more and more organisations are now out-sourcing this function.

Research shows that out-sourcing your IT maintenance and support to a specialist company provides both value for money as well as a better level of service, giving more time for your staff to work on what is most important for your organisation - expanding your services and supporting your customers.

We have created a range of IT maintenance and support services to enable us to take total responsibility for the smooth running of your IT systems, backed-up by our unique guarantees.

Guarantees

At Smarter Technologies we understand that it is difficult for small and medium sized organisations to find good IT maintenance and support services which is why we are happy to provide guarantees:

- If we cannot provide a solution, or the provided solution does not satisfy you, we will make no charges for our time no matter how long we have spent.
- If you have a support contract with us and we do not provide a response to a support request within 1 working day we will not charge you for our contract services during that month.

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	Services as Required	On-Call Support	Remote & On-Call Support	Maintenance & On-Call Support	All-inclusive Maintenance & On-Call Support
Service Description	There is no contract period and you contact us as, and when, you require maintenance and support. There is no guaranteed response time but we aim to respond within 1 working day.	This package provides for the daily remote monitoring of one server, and the remote resolution of support issues for that server if they require less than 15 minutes' work. Issues requiring longer than 15 minutes to resolve are charged at the rates shown below. A call-out response, either in person or remotely, within 1 working day for all issues (server, network computer and user) is guaranteed.	This package provides for the daily remote monitoring of your server, and the remote resolution of server, network computer and user support issues if they require less than 15 minutes' work. Issues requiring longer than 15 minutes to resolve are charged at the rates shown below. A call-out response, either in person or remotely, within 1 working day for all issues (server, network computer and user) is guaranteed.	This package provides for the daily remote monitoring of your server, and the remote resolution of server, network computer and user support issues if they require less than 15 minutes' work. Issues requiring longer than 15 minutes to resolve are charged at the rates shown below. In addition a monthly maintenance visit to carry out standard maintenance tasks and to resolve issues that users have decided do not merit immediate attention is provided. A call-out response, either in person or remotely, within 1 working day for all issues (server, network computer and user) is guaranteed.	With this package you will never have to pay for any additional IT support or maintenance. In addition this package provides for the daily remote monitoring of your server, and the resolution of server, network computer and user support issues. A monthly maintenance visit to carry out standard maintenance tasks and to resolve issues that users have decided do not merit immediate attention is also provided. A call-out response, either in person or remotely, within 1 working day for all issues (server, network computer and user) is guaranteed.
Daily remote monitoring of your servers.	-	Yes, for one server only	Yes	Yes	Yes
Remote resolution of server support issues if they require less than 15 minutes work.	-	Yes, for one server only	Yes	Yes	Yes
Remote resolution of network computer and user support issues if they require less than 15 minutes work.	-	-	Yes	Yes	Yes
Remote or on-site resolution of server, network computer and user support issues.	-	-	-	-	Yes
Call-out response, either in person or remotely, within 1 working day.	-	Yes	Yes	Yes	Yes
A monthly maintenance visit to carry out standard maintenance tasks.	-	-	-	Yes	Yes
1 month's cancellation period.	-	Yes	Yes	Yes	Yes
Service guarantee - If a response is not provided within 1 working day a full month's charge is credited.	-	Yes	Yes	Yes	Yes
No prices increases - rates are fixed for the period 01 April to 31 March of the following calendar year.	Yes	Yes	Yes	Yes	Yes
Support from a named technician.	-	Yes	Yes	Yes	Yes
Support requests can be submitted by phone, email, text and a dedicated web portal.	Yes	Yes	Yes	Yes	Yes
Monthly charge for the first server.	-	£55.00	£55.00, also includes the first 3 networked computers	£55.00	£110.00
Monthly charge for additional servers.	-	-	£27.50	£27.50	£55.00
Monthly charge per computer (desktop or laptop).	-	-	£2.20, for 4 or more computers	£15.40	£18.70
Charges for IT maintenance, including hardware and software installation.	£38.00/hr	£31.00/hr	£31.00/hr	£31.00/hr	-
Charges for travel time.	£24.00/hr	£20.00/hr	£20.00/hr	£20.00/hr	-
Charges for IT consultancy, project management and training.	£47.00/hr	£38.00/hr	£38.00/hr	£38.00/hr	-
All prices are ex. VAT.					
The service guarantee does not imply that a resolution is provided within 1 working day, only that work will commence on a resolution within 1 working day.					
The supply of new or replacement equipment is not covered and a quotation for such equipment will be provided before it is supplied.					