

Cost Example of a 2 server and 7 machine company
Weekly Cost £57.75
Monthly Cost £250.25
Yearly Cost £3003.00

Cost Example for a 3 server and 20 machine company
Weekly Cost £136.50
Monthly Cost £591.50
Yearly Cost £7098.00

Compared to having a permanent IT member of staff you could save £12,000 to £15,000 per year or even more.

Summary of Service Contract Features

- Guaranteed Remote Access Response Time – If remote assistance is required to fix a particular software problem including configuration, we guarantee that we will access the problematic machine within 3 working hours, if it is a server problem or a multi user problem then we will access the machine within 2 hours.
- Guaranteed On-Site response Time – If a site visit is required which is outside of the normal maintenance visits, we guarantee to be onsite within 3 hours for a server or multi user problem, or 6 hours for all other issues.
- Unlimited Telephone Support – we are available on either the landline number or mobile number at any time during our office hours which are 08.00 to 18.00 Monday to Friday for any queries relating to the system and for support, outside of these hours we are available but you will be charged for any support given on a pro rata basis and is charged in 10 minute blocks or part thereof. Phone support is available 7 days a week from 07.00 until 22.00.
- Preventative Maintenance Visits – One of our technicians will visit you to carry out routine housekeeping and fixing of problems which are not urgent and did not require an emergency response. On site schedule would be determined on a case by case basis, the work that would be carried out would include, installing new updates and patches, optimising hard drives, checking network configurations and network hardware. If any problems or concerns are found then these would be detailed in a report with recommendations to correct the fault. Any

improvements would also be included in this report.

- No Yearly Contract Period – unlike most competitors, we do not insist on a yearly contract period, you can cancel your contract at any point and you shall receive support up to the final day of the paid period without any penalty. The support contract premium is paid monthly in advance. The first payment will be via invoice the rest will be by standing order on the 1st of the month. We reserve right to withdraw our support service if payment is not made in advance with the above terms.

- Dedicated Engineer – To promote consistency of service and familiarity with your network and systems, we will allocate a dedicated engineer, wherever possible the dedicated engineer will respond to all support requests and attend the monthly maintenance visits.

- On-going assistance with installations – we can provide a full hardware supply and installation service for any hardware requirements. All our hardware comes with free configuration, any relocation / reinstallation is covered by your service contract during your maintenance visits.

- Email support – Requests for support can also be sent via email to our dedicated support email address which is manned all day and response will be as soon as possible. If an email is received we will try to respond via phone within 1 hour to sort the problem.

- Additional Equipment – whilst we will be keen to tender for any additional equipment requirements, you are not bound to purchase additional equipment from Custom Built PC Ltd. Additional equipment will be added to the service contract at an agreed cost.

- Disaster Recovery – Comprehensive disaster recovery planning and support is included in the service contract. We will make recommendations for backups and recovery options.

- Monthly report – every month we will produce a report showing response times, hardware and software problems and fixes, Server and PC hardware reports and recommendations.

- Restrictions – All PC's and servers have to be fully licensed with operating systems and any additional required software e.g. Microsoft Office, all machines to have a valid antivirus program, the server to have adequate backups, we can check these to make sure you are meeting all legal requirements and good practices.

- All hardware and software purchases need to be paid for in full prior to delivery and installation