



Contractual IT Support from OfficeNetExpress

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Introduction

OfficeNetExpress provides a contractual IT support service that meets the needs of small and medium businesses and which is designed to be:

- Comprehensive
- Flexible
- Competitively priced
- Easy to understand and manage

Our offering was developed as a result of speaking with many organisations who told us that they were dissatisfied with what their existing IT support companies were doing. For instance, a common complaint was that the offerings were over-complicated: they had first to choose between different levels of service (e.g. bronze, silver, gold, platinum etc), only to discover that many of the things they needed were expensive extras on top of that. Accordingly, we have a single level of service and it clearly defines what is included and what is not.

How It Works

The amount of support an organisation requires depends upon its size, the number of employees, the amount of technology deployed and the number and nature of the systems used. The first stage, therefore, is to determine the overall support requirement in terms of day's effort per calendar month. For instance, a particular company may require one day's effort a month (a day being eight hours) and would sign up for this on a contractual basis. The agreed amount is referred to as the *quota* (contractual details and review mechanisms are discussed below). The minimum quota is a half-day (four hours).

Support is available via telephone, email, support portal, remote access and through on-site visits. The customer may use all of these up to the amount of the quota. In most cases, problems are resolved remotely or over the telephone. All support activity is logged and a summary report provided to the customer at the end of every month.

If a customer is likely to exceed or fall below their nominated quota they will be advised and asked how they wish to proceed.

Example 1:

A customer has contracted for one day a month and has currently used 7 hours of their 8 hour quota. They now wish for a new laptop to be setup and configured and the user given a short training session, which has been estimated as 3 hours total work and which would take them over their quota.

In this case they would have the choice of delaying the work until the start of the next month, or to pay for additional effort to do the work now.



Example 2:

If a customer is below their quota for the month they will also be advised and asked how they wish to use the remaining time. For instance, they might wish to have some on-site training, personalised tuition, floor walking (resolving queries from staff on an informal basis), or to discuss their IT strategy or obtain general technological advice.

There is no mechanism to carry forward outstanding hours to the next period. If there were outstanding hours on a regular basis then it would be appropriate to review the quota.

What Is Included?

Support is broadly defined as “agreed activities to keep existing systems operational and healthy”. It can be differentiated from developmental or *project* work that is intended to provide new or significantly enhance or overhaul existing systems. For instance, checking a file server for disc space and archiving old files would be a support task, whereas setting up a brand new file server would be an example of project work.

Support can be *reactive* or *proactive*. Reactive support is in response to a request raised by a customer, for instance a user calls because they have a virus on their laptop. Proactive support is where activities are undertaken to pre-empt problems in the first place (for example, remote monitoring of the anti-virus system to ensure it is up-to-date in order to reduce the possibility of users becoming infected in the first place). OfficeNetExpress place emphasis on proactive support, on the basis that “prevention is better than cure”.

Scheduled support includes the following activities:

- Remote daily, weekly, monthly checks on server (disc space, backups, event logs)
- Application of updates/security patches to server and/or via WSUS to workstations
- Create new users remotely
- Resetting of passwords
- Restoration of data from backups¹
- Problems with email and internet access
- Configuration changes to telephone system²
- Setup of Smartphone / Blackberry / iPhone
- Assistance with standard Office applications (Word, Excel, PowerPoint, Outlook)

¹ Requires an appropriate backup solution.

² For telephone system supplied or supported by OfficeNetExpress



- Remote access to user desktops to resolve problems and provide assistance
- Setting up new PCs & laptops
- Disc imaging
- Virus and malware removal
- Co-ordination of maintenance for hardware (hardware must be pre-registered with OfficeNetExpress)
- Installation of minor hardware upgrades purchased separately by or on behalf of customer (cards, memory, hard discs)
- Liaison with third parties e.g. BT, Microsoft, Zen, Dell, HP etc.

Anything not listed above is, by definition, not categorised as scheduled support and would be done on a project basis.

The support contract covers equipment, software, locations and people and that have been identified and documented in a manifest of items.

Service Levels

- All calls from customers will be returned within 2 hours.
- All calls logged via email or the support portal will be acknowledged within the hour.
- All incidents will be assigned a priority level. Priority level 1 requires urgent resolution (within 4 hours); Priority level 2 requires resolution within 1 working day. Priority level 3 requires resolution within 1 week.
- Escalation and complaint mechanisms exists whereby the Sales Director will become involved in the event of problems.
- Support is available 9.00am - 5.00pm Monday to Friday. Support is not provided on bank holidays and recognised public holidays.



Contractual Details

A support contract has a minimum term of 12 months. Thereafter it runs on a rolling monthly basis until the customer or OfficeNetExpress decides to terminate it upon serving written notice of 1 calendar month.

Terms of Payment are monthly in advance by direct debit.

The current charge rate card for Support Services is £500 plus VAT per day (8 hours). The minimum quota is 4 hours. The following table illustrates costs for a variety of quotas:

Monthly quota	Rate per month	Annual rate
½ day (4 hours)	£250	£3000
1 day (8 hours)	£500	£6000
1 ½ days (12 hours)	£750	£9000
2 days (16 hours)	£1000	£12000
2 ½ days (20 hours)	£1250	£15000
3 days (24 hours)	£1500	£18000

Where an additional onsite presence outside quota is requested by the customer, this is charged at any hour rate with a minimum call-out of ½ day. Two rates apply: regular technician (£500 per day) and senior technician (£1000 per day). Broadly speaking, regular technicians deal with desktops/laptops/peripherals and senior technicians deal with servers, infrastructure and VOIP.

The following table illustrates costs for additional onsite visits outside quota:

Duration of visit	Regular technician	Senior technician
1 hour	£250.00	£500.00
2 hours	£250.00	£500.00
3 hours	£250.00	£500.00
4 hours	£250.00	£500.00
5 hours	£312.50	£625.00
6 hours	£375.00	£750.00
7 hours	£437.50	£875.00
8 hours	£500.00	£1000.00

Review Mechanisms

The initial support quota is based upon a “best estimate” between the customer and OfficeNetExpress. Experience may show it to be too little or too much. Also, support requirements may change with time. There is therefore a review mechanism – every three months whereby OfficeNetExpress and the customer will meet to review matters and confirm the quota or agree a new one for the next three months.

