

Support & Consulting Agreement



HAS THIS EVER CROSSED YOUR MIND...?

- What could I be doing better?
- How do I optimise Exchange?
- My workstations take forever to logon, why?
- Why isn't SQL authenticating?
- My network has gone down to Virus XYZ – how do I avoid this happening again?
- Are my patches and Updates done correctly?
- How am I going to deliver this project by next week?
- I want to upgrade and migrate my PC's – where do I start?
- I need to train my staff – how?
- Vircom can help you quickly, professionally and flexibly, with all this and more.
- We always look to help with knowledge transfer to your own staff. Our focus is the relationship, not a sale!

Your IT Department is understaffed, overworked, and has to deal with countless operating systems, applications, protocols, and not to mention users. Budgets are stretched, and the business needs more and more solutions, faster, and more powerful than ever. You need an expert on your side, to work with you, and help you get more out of what you have, to call when you need help. However, whenever, and whatever the problem.

Our Microsoft certified consultants are there for you however, whenever, and whatever the problem.

Our consultants are amongst the best in the industry, previously providing services to companies like Microsoft and large IT consultancies. We have trained many top security and infrastructure consulting companies, spoken at several industry conferences like RSA, TechEd, IT Forum, PDC, etc, and trained Microsoft, and many other global consulting organisations themselves at internal events. Now we are at *your* disposal.

Do you want design services, operational support, advice and guidance, or critical support where you need help and don't know where to turn?

We have a dedicated maintenance and operations team who will help you maintain up-to-date readiness for your IT Systems, and act as your right hand man. You can also use your support time with our consultants to help solve problems; plan for new rollouts, training your staff, or assist with ad-hoc consulting projects. Anyone who works with you will be amongst the best in the business!

Flexibility for Updating, Training, Maintaining, Designing, or Delivering your systems with you.

The basis of our Support and Consulting Agreement is the monthly purchase of discounted consulting/support time from Vircom by your company depending on your business needs. Holders of our Support and Consulting Agreements further benefit from a 20% discount on our standard rates for other project work and includes payment terms*.

You can also combine some of our other solution offerings like Patch Management, or Managed Firewall Appliance Services, or detailed health check services all in one complete package.

PACKAGE STRUCTURE

The Support and Consulting Agreement is a subscription service which entitles you to as much time as you need for your systems.

Our consultants are highly experienced which means you will not be paying for people to learn on the job. We draw only on ex-big league IT consultancy company personnel for our consultant pool giving you some of the best skills available in the UK.

The base Support and Consulting Agreement includes:

- Unlimited 3rd line telephone support
- Unlimited strategic advice and guidance
- 96 hours of included support / consulting time.
- Priority support and scheduling.
- Access to top industry advice and guidance.
- 30 day payment terms*.
- Assistance from the people who have an ongoing knowledge of your people and network.

PRICING

Starting from **£1200.00 per month.**

All pricing is exclusive of VAT and subject to a 12 month contract.

** may be subject to the results of a credit check*



HIGHLIGHTS

- Access our pool of consultants in many fields including Microsoft Infrastructure, Security, Messaging, Mobility and Remote working – also leverage their contacts in the industry!
- Call off time when you need it most, or purchase additional time as required
- Pro-Active advice and guidance.
- Priority Access to consultants time and availability.
- Use your time for support, like patch management, health checks, operations and maintenance.
- Use your time for training your staff, or helping you make purchasing decisions impartially.
- Use your time for us to keep an eye on quality of service, outsourcing agreements etc.
- Use your time flexibly however you see fit.



The Network Infrastructure and Security Experts

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