

## Fixed Price Contract

This package provides a 'virtual IT department' with costs and coverage agreed up front.

Aimed at organisations:

- needing 'built in' reliability for their IT infrastructure.
- requiring a known level of support to minimise the impact of IT related problems.
- who want 'service' not 'supply'.

Advantages:

- Fixed monthly charges.
- Response times to suit needs.
- Covers updates, faults and errors.
- Remote Access Package allows full off-site management and monitoring along with 'virtual hands on' desktop and server support.
- Full access to helpdesk and technical staff as required.
- Proactive consultancy and support.
- Dedicated account manager.
- Monthly incident statements.
- Optional hardware replacement cover.
- Additional IT work will be carried out by persons who know your systems.

Disadvantages

- Can prove expensive where the IT infrastructure is older, particularly if hardware replacement is included.

Note:

An IT Health Check and Remote Access Package are prerequisites of this package.