

### **Adhoc or “Pay as you Go” Support:**

With this package support is provided on an as and when required basis.

Aimed at organisations:

- requiring occasional help to supplement their in-house IT skills.
- where the IT infrastructure is not critical.
- that require occasional jobs to be carried out.
- requiring Consultancy time.

Advantages:

- Known support backup.
- No capital outlay as worked on a time and materials basis.
- No restriction of IT work covered.
- No contractual commitment.
- Costs are accountable.

Disadvantages:

- Higher support costs per hour.
- Response times cannot be guaranteed.
- Variable monthly costs.
- No option to cover hardware replacement.
- No contractual commitment.