

## Ticket Based

With the ticket based package you still have the 'virtual IT department', however you purchase support time up front at a discounted rate and use it as and when required.

Aimed at organisations:

- requiring a known level of support to minimise the impact of IT related problems.
- who want 'service' not 'supply'.
- needing more control over support usage and accountability.
- where support needs regularly extend beyond standard contract offerings.
- not requiring day to day support but do have project and consultancy requirements.

## Advantages

- Response times to suit needs.
- Flexibility on work carried out.
- You only pay for the support you need.
- Hourly rates are discounted - rate dependent upon volume purchased.
- Full access to helpdesk and technical staff as required.
- Proactive consultancy and support.
- Dedicated account manager.
- Costs are accountable.
- Monthly incident and ticket usage statements.
- Optional Remote Access Package.

## Disadvantages

- Need for internal cost controls.
- More management of IT needs is required.
- No option to cover hardware replacement.

## Note:

To make the most efficient usage of support tickets we strongly recommend the Remote Access Package. An IT Health Check might also be advisable depending on your support requirements.