



AVI Helpdesk & Onsite Support Programs

Complete The Left Column of Devices Requiring Support Below

AVI Systems Limited-Visual House

106 St Peters Street

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Company-Institute of Trade Mark Attorneys

Contact-Jane Attreed

SILVER

Description of Helpdesk & Onsite Services	No	SILVER		Explanatory Notes Relating to type of Service Cover
		Item Cost Per Annum	Total Per Annum	
Gold Server Support-OS & Server Products-Unlimited Calls	0	£480.00	£ -	Support Covers all Microsoft OS and Products and includes Management of user admin lists
Silver Server Support-OS & Server Products-Unlimited Calls	1	£360.00	£ 360.00	Support Covers all Microsoft OS and Microsoft Server Products
Gold PC Desktop Support-(£15 per Month x12)-Unlimited Calls	0	£180.00	£ -	Support Covers the above plus all general admin tasks, user names , passwords etc
Silver PC Desktop Support-(£10 per Month x12)-Unlimited Calls	6	£120.00	£ 720.00	Support Covers all Microsoft OS and Office Products-Word, Excel and e-mail clients
Network Switches	1	£50.00	£ 50.00	General user Troubleshooting & Rectification-Does not include Hardware cover
Network & local Printers	2	£20.00	£ 40.00	General user Troubleshooting & Rectification-Does not include Hardware cover
ADSL Router & e-mail Management	1	£100.00	£ 100.00	A Complete ISP and e-mail Management Service
UPS & Software Management	1	£50.00	£ 50.00	General user Troubleshooting & Rectification-Does not include Hardware cover
Firewall (Hardware)	1	£65.00	£ 65.00	Troubleshooting & Configuration-Does not include Hardware cover
PDA Devices (Per device)	0	£50.00	£ -	General user Troubleshooting & Rectification-Does not include Hardware cover
AVI Proactive Management Support Services *		Per Month		A Setup Fee will apply and vary per Client Installation*
AVI Remote Management Server Monitor-24/7	0	£90.00	£ -	Full Remote Monitoring with Automated Call Logging before issues become Critical
Additional Servers-Remote Management 24/7 Server Monitors	0	£10.00	£ -	As above
AVI WSUS (Managed Windows Server Update Service)	0	£90.00	£ -	All the critical Server and Workstation Service Packs are Applied & Managed Automatically
AVI Spam , Anti-Virus Filtering with e-mail backup store E.g 35 users	0	£49.00	£ -	Filters e-mail , Spam and Viruses with Backup Copies stored Offsite if the MS Exchange fails
AVI Spyware Management Program	0	£49.00	£ -	A Fully Managed Spyware Service protecting your critical data from fraudulent intrusion
AVI Data Recovery Test Service	0	£395.00	£ -	Annual Data Restoration Test to ensure Data can be restored and is valid
Onsite Managed Services-Adhoc, Monthly or Quarterly Visits		Daily & Hourly		A Preferential Daily Rate applies to All clients under an AVI Support Contract
Onsite Technical Managed Days : Less than 4 days per annum (TBA)	0	£650.00	£ -	Full onsite services to perform remedial tasks or additional IT related projects
Onsite Technical Managed Days-Greater than : 4-12 days or 12+ POA	0	£550.00	£ -	Full onsite services to perform IT related projects
Onsite Adhoc Hourly Support Rate (9am -5:30 pm)	0	£65.00	£ -	Adhoc onsite visits to perform IT remedial tasks
Out of Hours Support Rate (Generally before 9am & outside 5:30pm)	0	£95.00	£ -	Rate & Cover Period to be agreed in advance before AVI contract commencement
Onsite Fixed Number of Hours Per Month for Smaller Clients	0	£65.00	£ -	A Fixed Number of Hours Per Month for Remedial IT tasks to suit your Budget
Total ex (VAT)		Annual Cost	£ 1,385.00	Mthly Budget Example-Support Paid Per Qtr-Bi Annual or Annual
Current Support Costs		£0.00		Monthly Budget Cost Per User for Silver Support Services
Savings on Support and Time by Outsourcing your IT to AVI		£1,385.00		£115.42



Notes: Create More **TIME & PROFIT** by Outsourcing your IT ******

Select a Support Level of Gold or Silver -Complete the number of Server, PC's, Routers, Switches etc to obtain a figure-Add other service as required