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TREAD*networks* Fixed Price IT Support Schemes

For a set monthly fee you will have full access to our dedicated team of professional and qualified IT support engineers. They will be available to deal with all your IT needs.

Our support package gives you the option to choose the right SLA (Service Level Agreement) for your business. This will establish a fixed monthly cost for your IT overheads, giving you greater control of your company's IT expenditure.

Our support service gives you the flexibility to completely or partly outsource your IT department at a fraction of the cost to employing your own.

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09:00 – 17:30	Mon to Fri	Support Hours	Mon to Fri
09:00 – 17:30	Mon to Fri		
09:00 – 17:30		PC SLA	8 hours
		Server SLA	8 hours
		PC & Network Audit	Yes
		Unlimited Remote Support	Yes

Monthly Server Checks No



Individually tailored schemes are available upon request.

TREADnetworks "PAY AS YOU GO" IT Support Schemes

The PAYG (Pay-As-You-Go) scheme is set out into 6 cost-effective bands. Bands should be selected according to your anticipated annual usage.

The selected band entitles your company to a set number of units; one unit is equal to fifteen minutes of time.

Support hours under the PAYG scheme are available from Monday to Friday 09.00 – 17.30 (Excluding UK public holidays). If Support is required outside of these hours it is subject to prior arrangement.

Band	No.of Units	Hours	
A	80	20	
B	160	40	C
D	480	120	
E	640	160	
F	800	200	

Clients can use these units for on-site, remote and telephone support, training, or e-mail support. Any on-site visit will use a minimum of eight units for the first hour and four units per hour thereafter.

Monday – Friday 9.00am - 5.30pm

