

Assist CareFlex

Assist CareFlex is for customers who are using CareFlex software within their business.

This product includes the following features:

Free Telephone support
Free Fax support
Free Email support
Free Remote support*
Reduced charges on-site call outs (8 Working Hour Response)
Reduced rate training and consultancy
Reduced rate programming
Account Manager

Charges:

Main Server Copy & up to 4 users licenses; 12 month contract - £350.00*

Additional User Licenses; 12 month contract - £55.00 each

Sage L50 Accounts Link; 12 month contract - £75.00

Sage Payroll Link; 12 months contract - £75.00

MapPoint Mileage Module; 12 months contract - £65

1st Hour Onsite Support / Training / Programming - £85.00 (Non contract rate £105.00)

Hourly Onsite Support / Training / Programming - £65.00 (Non contract rate £85.00)

Full Day Onsite Support / Training / Programming - £400.00 (Non contract rate £525.00)**

Offsite Support / Remote Support / 3rd Party Liaison - £65.00 (Non contract rate £85.00)

Annual Support rate for main copy is valid after 12mths of the system being delivered.

* This includes 15 minutes per month of remote support services; where a broadband connection is available. These minutes are not transferable. Any minutes used per month over this inclusive figure will be charged at £1 + vat per minute/£60 + vat per hour.

**For businesses over 40 miles from AKM offices the day rate would be £450.00 + vat (Non contract rate £575.00 + vat).

***8 hour: defined as 8 working hours. AKM working hours are 9am-5pm, Monday – Friday.

***4 hour: defined as 4 working hours. AKM working hours are 9am-5pm, Monday – Friday.

***Minimum 1 hour charge for call outs.

AKM reserves the right to amend pricing and features as required.