

## AKM

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### Assist Emerald Plus

Assist Emerald Plus is for customers with a single user, single company version of Sage 50 Professional software. Multiple companies and users can be quoted for as required.

This product includes the following features:

Free initial on-site assessment  
Free Telephone support  
Free Fax support  
Free Email support  
Free Remote support\*  
Free Access to AKM's Online Support Log  
Reduced charges on-site call outs (8 Working Hour Response)  
Reduced rate training and consultancy  
Dedicated support number and representative  
Account Manager

AKM has an established track record in supporting businesses. Many customers in this position find that they need experienced advice on the Sage software, how to use certain functions, design reports, assist with general technical issues. Our staff is experienced at assessing your systems to give you the best possible solutions to suit your budget.

Charges:

12 month contract – From £475.00

1<sup>st</sup> Hour Onsite Support / Training - £85.00 (Non contract rate £105.00)  
Hourly Onsite Support / Training - £65.00 (Non contract rate £85.00)  
Full Day Onsite Support / Training - £375.00 (Non contract rate £450.00)

Offsite Support / Remote Support / 3<sup>rd</sup> Party Liaison - £65.00 (Non contract rate £85.00)  
(Offsite Support is when a customer brings their machine to our facility for repair / maintenance)

Extra charges may apply for multiple users and companies.

\* 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.

\*Next day: defined as the end of the following day, from date the email, fax, telephone call was received by AKM Ltd.

\*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.

\*\*For businesses over 40 miles from AKM offices the day rate would be £450.00 + vat (Non contract rate £550.00 + vat).

\*\*\*Minimum 1 hour charge for call outs.

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