

AKM

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Assist Gold

Assist Gold is for customers with up to 10 networked workstations running Windows XP/Vista or Windows 7 and without a dedicated server running Windows Server software or Linux/Novell.

This is designed for the customer who is growing but not yet ready to have dedicated server hardware and software but who find they need an IT resource. Assist Gold is designed to enable our staff to act as your IT managers, allowing you to concentrate valuable time and effort on developing the business.

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

AKM has an established track record in supporting businesses of up to 10 workstations. Many customers in this position find that they need experienced advice on centralised backup, storage and security requirements without the associated server hardware costs. Our staff is experienced at assessing your systems to give you the best possible solutions to suit your budget.

Charges:

12 month contract - £450.00

1st 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 / 3rd Party Liaison - £65.00 (Non contract rate £85.00)
(Offsite Support is when a customer brings their machine to our facility for repair / maintenance)

* 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.

**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.