

## AKM

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### Assist Helpdesk

Assist Helpdesk is for customers who are using AKM Helpdesk 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

Arden Knowledge has an established track record in supporting businesses and our staff understands the problems involved with limited IT expenditure combined with high functionality requirements. To overcome such issues we aim to tailor our recommendations to your business needs and budgets.

Charges:

12 month contract - From £250.00\*\*

1<sup>st</sup> 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 - £375.00 (Non contract rate £450.00)

Offsite Support / Remote Support / 3<sup>rd</sup> Party Liaison - £60.00 (Non contract rate £80.00)

\* 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.

\*\*Dependant upon amount of user licenses issued.

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

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

For businesses over 40 miles from AKM offices the day rate would be £425.00 + vat (Non contract rate £500.00 + vat).

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