

AKM

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Assist Platinum Plus

Assist Platinum Plus is for customers running 15 or more Windows 2000/XP or Vista workstations, or who have additional requirements such as multiple servers, multiple sites or complicated software environments.

This is designed for larger networked customers who have dedicated server/s. Assist Platinum Plus 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
- Monthly remote 'Server Health Check'
- Reduced charges on-site call outs (4 Working Hour Response)
- Reduced rate training and consultancy
- Dedicated Technician
- Access to Account Manager

AKM has an established track record in supporting businesses of this type. Customers of this type usually find that they are heavily reliant on IT and cannot function without it. Our staff understands the importance of minimising disruption caused to your business by IT issues and are experienced at assessing your systems to give you the best possible solutions to suit your budget.

Charges:

12 month contract – from £1000.00

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 - £60.00 (Non contract rate £80.00)
(Offsite Support is when a customer brings their machine to our facility for repair / maintenance)

* This includes 45 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.

**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 £425.00 + vat (Non contract rate £500.00 + vat).

***Minimum 1 hour charge for call outs.

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