

## AKM

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### Assist Platinum

Assist Platinum is for customers with up to 15 networked workstations running Windows XP/Vista or Windows 7, or has a dedicated server running Windows Server software or Linux/Novell.

This is designed for larger peer-to-peer networked customers or customers who have a dedicated server. Assist Platinum 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. Many customers in this position find that they need experienced advice on centralised backup, storage, server and security requirements. Our staff is experienced at assessing your systems to give you the best possible solutions to suit your budget.

Charges:

12 month contract - £750.00

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)

\* This includes 30 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 £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.