

# TPCS Pay-As-You-Go Support



With a TPCS Pay-as-You-Go (PAYG) support agreement, no monthly retainer is payable. You can call us when required and we will invoice accordingly.

Support is provided over the telephone and via our secure Remote Access Support Application. Using remote support software our technicians are able to remotely control the users PC to speed up the resolution of the problem.

All support calls are logged with our in-house call logging software.

The transcript of the calls and call reports can be made available to managers via the client portal on our web site. This enables organisations to track the progress of issues.

Pay-as-you-go support is invoiced monthly, based on the calls made. The monthly invoice is issued with a report from the call logging software showing the calls made through the month.

Call Summary for [Redacted] Ltd between 01-04-2006 and 30-04-2006

**Statistics**

	Current 01-04-2006 - 30-04-2006	Previous 02-03-2006 - 31-03-2006
Calls Handled	4	3
Open Calls	0	0
Total Engineer Time	28.00	80.00
No. Chargable site visits	1	0

**Call Log**

Call No	Date	Title	Started By	Engineer	Status	Follow on Job	Duration
01460	03-04-2006 12:50	Email Problems	[Redacted]	[Redacted]	Closed - 19-04-2006 15:38		4.00
01502	19-04-2006 14:46	Backup Tape Not Ejecting	[Redacted]	[Redacted]	Closed - 21-04-2006 09:46	4024	15.00
01541	20-04-2006 17:05	Server Logon Problems	[Redacted]	[Redacted]	Closed - 20-04-2006 17:05		6.00
01570	28-04-2006 09:35	Needs Email Setting Up	[Redacted]	[Redacted]	Closed - 28-04-2006 10:03		3.00
<b>Total duration mins (Hours)</b>							<b>28 (0.47 hrs)</b>

Monthly call summary from Call Logging Software

## Pricing:

Telephone and Remote Access Support Per Hour. Available Mon-Fri, 9am to 5:30pm ..... £55.00

In addition to Pay-as-You-Go, we provide preferential call out rates:

Next Working Day on Site Support First Hour ..... £55.00

Next Working Day on Site Support Subsequent Hours ..... £55.00

Guaranteed 4 Hour on Site Support (For Critical Failures) First Hour ..... £160.00

Guaranteed 4 Hour on Site Support (For Critical Failures) Subsequent Hours ..... £55.00

NB: Call out charges vary are based on location.

For further information contact us:

01524 389900

enquiries@tpcs.ltd.uk