

## Retainer Agreements

The Retainer support agreement provides the use of the Telephonic & remote support helpdesk between the hours of 9am and 5:30pm, Monday to Friday excluding public holidays. NML's Active Server Management software performs preventative maintenance tasks hourly and reports back to our offices with a detailed report of the server's status. This helps NML pre-empt problems with both the software and the hardware environment to provide the highest possible percentage of uptime to our clients. An initial visit is required to perform a Network Health check free of charge. All site callouts are charged at the standard rate of £75 p/h, with NO callout charge. The number of computers/servers on the network determines the level of Retainer support:

The retainer agreement includes the following services:

- Telephonic support during Office hours (9am to 5:30pm) Monday to Friday Excluding Public holidays.
- Remote support via internet (Using technologies such as VNC and Remote Desktop)
- Support on all operating systems
- Support on Productivity Suites i.e. Microsoft Office or similar product
- Support on all communications equipment i.e. Network switches, routers, firewalls & the like.
- Management of all after sales manufacturer warranties e.g. HP Care packs (Which means we will call the suppliers or manufacturers to initiate the repair or replacement processes in the event of hardware failure)
- ASM (Active Server Monitoring / Management) using NML developed software as mentioned above.
- Assistance with 3<sup>rd</sup> party applications used by the organisation e.g. accounting programs, design software etc.

<b>Retainer Level:</b>	<b>Price:</b>	<b>Coverage:</b>
<b>NML Support - Retainer 5</b>	<b>£200 p/m</b>	<b>5 Computers or Less (Workstations &amp; Servers)</b>
<b>NML Support - Retainer 10</b>	<b>£250 p/m</b>	<b>10 Computers or Less (Workstations &amp; Servers)</b>
<b>NML Support - Retainer 15</b>	<b>£300 p/m</b>	<b>15 Computers or Less (Workstations &amp; Servers)</b>
<b>NML Support - Retainer 20</b>	<b>£335 p/m</b>	<b>20 Computers or Less (Workstations &amp; Servers)</b>
<b>NML Support - Retainer 25</b>	<b>£370 p/m</b>	<b>25 Computers or Less (Workstations &amp; Servers)</b>
<b>NML Support - Retainer 30</b>	<b>£405 p/m</b>	<b>30 Computers or Less (Workstations &amp; Servers)</b>
<b>NML Support - Retainer 35</b>	<b>£440 p/m</b>	<b>35 Computers or Less (Workstations &amp; Servers)</b>
<b>NML Support - Retainer 40</b>	<b>£475 p/m</b>	<b>40 Computers or Less (Workstations &amp; Servers)</b>
<b>NML Support - Retainer 45</b>	<b>£500 p/m</b>	<b>45 Computers or Less (Workstations &amp; Servers)</b>
<b>NML Support - Retainer 50</b>	<b>£525 p/m</b>	<b>50 Computers or Less (Workstations &amp; Servers)</b>
<b>NML Support - Retainer Elite</b>	<b>£ S/Q</b>	<b>More than 50 Computers (Workstations &amp; Servers)</b>

### Bolt-Ons

Support "Bolt-Ons" have been designed to cater for those special circumstances that require special agreements between service providers and clients. They can be added or removed on a quarterly basis and will require a monthly direct debit mandate to be setup. Additional engineering time spent on-site or remotely will be invoiced at the end of each month.

<b>Bolt-On Name:</b>	<b>Price:</b>	<b>Coverage:</b>
<b>Retainer Plus Hours (Pre-booked On-site Engineer Time) *</b>	<b>£50 p/h</b>	<b>All IT related issues</b>
<b>Out Of Hours Support - 8am-9am &amp; 5:30pm-9pm [Mon to Fri] - 10am-4pm [Saturdays]</b>	<b>£400 p/m</b>	<b>Telephonic &amp; Remote (No Call-out included)</b>
<b>Remote Worker (9am – 5:30pm)</b>	<b>£50 p/m</b>	<b>Windows, Office Suite, Communications</b>
<b>Remote Worker Plus (9am to 9pm) Monday to Friday</b>	<b>£100 p/m</b>	<b>Windows, Office Suite, Communications</b>
<b>Mobile Messaging Support (On almost all mobile devices)</b>	<b>£10/PDA</b>	<b>E-Mail, corporate connectivity</b>
<b>Satellite Site Support - No Server &amp; Up to 4 Computers</b>	<b>£125 p/m</b>	<b>Windows, Office Suite, Communications</b>

*\* Travel time may be included in the pre-booked Engineer time, depending on the location of the site.*