



### **Platinum Support Package**

As a result of IT becoming a more critical component of almost every facet of business, Professional PC Support (PPS) is now offering a new product called the Platinum Support Package (PSP). This package has been specifically tailored to meet customer demands for priority response to incidents, virtual support as well as phone support and pro-active maintenance.

Advances in technology have made remote support readily available and with broadband Internet connections PPS can now offer this new kind of service, which will help your business recover faster when computer related problems occur on both servers and workstations.

Virtual support allows PPS to access your server and workstations individually without incurring costly call-out charges and enduring time-consuming on-site maintenance saving you time and money. In the event a support issue cannot be resolved remotely or with phone support an engineer will perform the usual on-site visit

PPS is also offering as part of this package pro-active support, enabling PPS to visit sites every month for a pre-determined time to examine server and workstation systems in an effort to reduce/prevent system breakdowns and improving client uptimes by detecting potential problems before they become critical.

The PSP can also be used to assist staff in times of overload or annual leave. You can use the package to re-direct IT calls over to a PPS engineer who can assist your current IT support staff in these times.

### **Pro-active On-site Support (recommend 2 hour every 2 weeks)**

- System health check
- Back-up checks
- Error event log checks
- Security audit
- Network health check
- Critical software updates
- Anti-virus updates and system checks

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#### **For Sales and Service**

Phone: (08) 9240 2981 Fax: (08) 9240 2982  
Email: [info@pps.net.au](mailto:info@pps.net.au) Web: [www.pps.net.au](http://www.pps.net.au)



### **Re-active Support**

- Priority support (PSP clients will be given precedence)
- Virtual support (charged in ½ hour blocks)
- Telephone support (charged in ½ hour blocks)
- On-site support (charged in ½ hour blocks)
- Discounted hourly rates

### **Fees**

The plan works on pre-paid credit. The minimum amount to engage the package is \$1500 from which any support you receive will automatically be deducted (a warning email will be sent when your credit reaches \$500 with the option to top up your account)

Charges for work performed will be at the rates listed in the table below

#### **New Rates, effective from 1 July 2009...**

Type of work	Costs (Inc GST)	Minimum Charge
Initial once off onsite visit to perform the following: <ul style="list-style-type: none"> <li>• Network Audit</li> <li>• Remote access software setup</li> <li>• Gateway setup / configuration</li> </ul>	\$120 per hour + \$55 callout fee (Perth Metro)	1 hour + callout
Onsite Support	\$120 per hour + \$55 callout fee (Perth Metro)	½ hour + callout
Virtual Support	\$120 per hour	½ hour
Phone Support	\$120 per hour	½ hour

As a Platinum Support Package customer you will receive a monthly credit report showing you how much credit you have on your account giving you the option to top-up when you are ready so that you only pay for the support you receive.

### **Package Terms and Conditions**

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- Minimum \$1500 to engage the package
- Email notification will be sent when the credit reduces to below \$500, the package (Prepaid support) can be topped up at anytime
- Normal rates will be charged when credit reaches \$0
- PSP customers will be given priority support
- Standard hours of support are 8:30am to 5:00pm, Monday to Friday except public holidays
- Minimum charge is ½ hour for virtual and phone support, onsite minimum charge is ½ hour plus a callout deducted from the package
- Credit can be used to purchase hardware, software, onsite preventative maintenance, repairs etc.
- Phone and virtual support are charged to the support package after the first five minutes

Agreement engagement date \_\_\_/\_\_\_/\_\_\_\_\_

**Customer signature**

Name: \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_/\_\_\_/\_\_\_\_\_

Company \_\_\_\_\_

Email address to be used for reporting \_\_\_\_\_

**Professional PC Support signature**

Name: \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_/\_\_\_/\_\_\_\_\_

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