



CRANFIELD
IT SOLUTIONS



Rate Schedule

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1. BASE RATE

To make it easy, all of our pay & Go support services for clients work back from this hourly base rate.

Base Rate For Business Clients	£100.00
Base Rate for Residential Clients	£60.00

2. PREPAID BLOCK TIME

The more credit you purchase, the larger the discount.

The "Hourly Rate" column shows what a typical remote or onsite hour of labour would cost at that discount level.

The Included Hours column shows how many hours would be included if you just use

Remote/Onsite work

All prices below are excluding local taxes.

VALUE	PRICE	DISCOUNT	HOURLY RATE (Onsite/ Remote Work Only)	EQUIVALENT HOURS (Onsite/ Remote Work Only)
£500	£500	0%	£100	5
£1000	£970	3%	£97	10
£2,000	£1,880	6%	£94	20
£5,000	£4,550	9%	£91	50
£10,000	£8,600	14%	£86	100

3. IT SUPPORT CONTRACT DAY RATE (Min 4 Week)

Our Contract rate is specifically tailored for businesses that require our services for a specific project or purpose. For instance, if you need IT service desk cover for an employee who will be on annual leave. All contracts have a minimum duration of 4 weeks and automatically roll over after that time period.

Contract	PRICE	CONTRACT LENGTH	HOURS
Day Rate	£200pd	Min 4 Week	7.5 hours a day Max

4. FULLY OUTSOURCED

Our comprehensive outsourced services offer complete management of your endpoint protection, data backup, and technical support tailored to suit your business needs. We are proficient in managing your office 365 environments and can conveniently serve as your one-stop shop for all your IT hardware requirements. In essence, you will have a dedicated IT department entirely at your disposal, ensuring seamless operations for your business.

Contract	PRICE	CONTRACT LENGTH	EQUIVALENT HOURS a month
Per user or device whichever is greater	Price on application	Min 6 Month	9 -5pm Monday to Friday

- Price can vary depending on the business's specific requirements.

5. WHAT IS COVERED UNDER AN IT SUPPORT CONTRACT?

You will find a detailed list in your Agreement. Some examples of items that are covered under Helpdesk support are:

- Problems with Outlook connecting to the server
- Excel not opening properly
- New users (on existing computers)
- Cancelling users
- Adding a user to a shared mailbox
- Placing an order for a new laptop

6. WHAT ARE THE RESPONSE TIMES?

All issues from clients on our Support Agreements are managed through our Helpdesk as follows.

If you choose a pay-and-go or block time agreement, we will help you as fast as we can, however it will be on a "best effort" basis as we need to give priority to clients on our Support Agreements.

7. HOW ARE INVOICES RECEIVED?

If you choose a Support Agreement, you will receive your monthly Invoice on the first of each month. Payment will be collected by Direct Debit a few days later.

If you are a pay-and-go customer, we invoice on the day of the completed work which are due on receipt.

8. HOW DO THE BLOCK TIME AGREEMENTS WORK?

Pre-Paid Block Time allows you to purchase a number of hours for a discount. E.g. if you purchase £5,000 of pre-paid credit, you will receive a 9% discount.

This credit can then be used against all our services, including Onsite/Remote IT Support, after hours support and more.

9. HOW LONG ARE MY CREDIT PACKS VALID FOR?

Block Time Agreements all expire after 12 months from the purchase date. You can always request an updated balance by emailing (matt@cranfielditsolutions.co.uk) to see how much you have left.