

## WHICH LEVEL OF SUPPORT SERVICES DO I NEED?

	Platinum	Gold	Silver
<b>UK-based Help Desk</b>			
Providing expert advice and support Mon-Fri (excluding Bank Holidays in England)	08.00 - 18.00	08.00 - 18.00	09.00 - 17.00
30 hours annual secure online system administration OR 30 hours' free report writing OR Annual on-site system health check	●		
Priority engineer attendance	●		
Interactive online tutorials	●		
5% discount on consumable goods	●		
2 free places at User Group Meetings	●		
Discounted rate on full day chargeable engineering call-outs	£300	£375	
Discounted rate on part-day chargeable engineering call-out (2 hours or less)	£150	£200	£250
Discounted hourly rates on our online implementer service	£50	£75	£105
Remote support dial-in service capability	●	●	
Hardware engineer attend diagnosed fault within 24 hours*	●	●	
Log and track support issues 24 hours a day via the internet	●	●	
Flexipay relationship health check on tax and NI	●	●	
Online software upgrades & automatic email version alerts	●	●	
Access to our online FAQ's, Solutions and Resources	●	●	
Online access to manuals, guides, and upgrade notes	●	●	
48-hour on-site repair or replace on Auto ID printers	●	●	
Daily PIN Number access to alter your special calculations & data	●	●	
The opportunity to work in partnership to enhance our products	●	●	
Report and track bugs – email alerts when fix is ready	●	●	
Access codes to alter IP addresses on network clocking terminals	●	●	
Proactive updates, key changes & year-end assistance	●	●	●
Free software upgrades**	●	●	●
Courier collection & return of Auto ID printers	●	●	●
Hardware engineers attending diagnosed fault within 36 hours*			●

\*Attendance is based upon best endeavors once a fault is diagnosed

\*\*Licensed products only (there will be a charge for training and implementation of upgrade.)