SimpleIT

THE
RATE
SCHEDULE

Contents

SCHEDULE OF FEES

)»SimpleIT	CASUAL PLAN	MOST POPULAR Simple 360 PLANS From $450 per Month
Client Access Portal	☑	☑
Guaranteed Response Times	Per Ticket Upgrade Available	☑
Remote Support	Rates Below	☑
Onsite Visits	Rates Below	Choose from Monthly / Quarterly or Unlimited
Vendor Management	Rates Below	☑
Full Disaster Recovery Tests	Optional + Billable	☑
Monthly Manual Test Restores	Optional + Billable	☑
24/7/365 Monitoring	Optional + Billable	☑
Operating System Patch Management	Optional + Billable	☑
3rd Party Application Updates	Optional + Billable	☑
Monthly Executive Report	☑	☑
Preventative Maintenance	Optional + Billable	☑
		ASK US FOR A QUOTE…

BASE RATE

To make it easy, all of our support services work back from this base rate (which is exclusive of tax).

Base Rate	$175

PRE-PAID DISCOUNT PACKS

The more hours you purchase, the larger the discount.

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

The Included Hours column shows how many hours would be included if you just use Remote/Onsite work (no After Hours, Service Call Fees, Emergency Ticket Upgrades, etc)

All prices below exclude local taxes.

Included Hours	Discount	Hourly Rate
20-60	5%	$166.25
60-100	10%	$157.5
100+	15%	$148.75

WORK TYPES

Depending on the type of work you need, the below are how any charges will be calculated.

Work Type	Multiplier	Unit type	Minimum	Example at Base Rate
Remote Support	1	Hour	0.25	$43.75
Onsite Support	1	Hour	0.25	$43.75
Service Call Fee	0.75	Per Visit	-	$131.25
Emergency Ticket Upgrade	1.25	Per Ticket	-	$218.75
After Hours Support	2	Hour	1	$350

EXAMPLE 1

Let's say you require a technician, engineer, advisor, or consultant on-site in a few days' time (i.e. not urgent) to help install a new application you have just purchased for your server. It takes an hour to install.

- 1 x Onsite Support = $175
- 1 x Service Call Fee = $131.25
- Total: $306.25

EXAMPLE 2

You require urgent assistance as your server is offline. However, you are on a Casual plan, so you ask us to add an "Emergency Ticket Upgrade". The issue takes 45 minutes to fix. With the "Emergency Ticket Upgrade," we give this issue our highest priority (we treat it as a "Critical" issue) and move everything around to work on it for you ASAP.

- 0.75 x Remote Support = $131.25
- 1 x Jump the Queue = $218.75
- Total: $350

FREQUENTLY ASKED QUESTIONS

WHAT IS THE CLIENT PORTAL?

A web-based portal where you can add new tickets, view a listing of all your open/closed tickets, add more information to tickets, access your invoices, and more.

WHAT IS THE REMOTE ACCESS AGENT?

A small tool we install on each of your servers and computers to assist us to remotely assist you through any issues easily. This means that when we are helping you with an issue, we can quickly and easily remotely take over your PC to assist rather than attend on-site.

WHAT IS COVERED UNDER HELP DESK SUPPORT?

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

WHY DO A MONTHLY TEST FILE RESTORE?

For clients on our Simple 360 Managed IT Services Agreements, each month we perform a restore of some data from your backups to confirm the backups are running successfully.

We will send you an email to confirm everything is running nicely (or if we have found any problems and fixed them).

We also monitor your backups daily with our automated systems. However, we always like to have a regular "human touch" as an extra check.

If you are a Casual client, you can ask us to perform one of these tests for you at any time. Just shoot us an email to support@simpleitindy.com.

WHAT IS 24/7/365 MONITORING?

For clients on Simple 360 plans, our remote access agent will be configured to monitor and alert our support team for things that could potentially cause issues on your network (e.g. hard drive errors, disk space usage, Anti-Virus problems et al).

WHAT 3RD PARTY APPLICATIONS DO YOU UPDATE?

For clients on our Simple 360 plans, we will work with you to determine what applications we can automatically keep updated on your workstations.

WHAT IS OPERATING SYSTEM PATCH MANAGEMENT?

Every month, Microsoft and Apple release a series of updates (patches) and security fixes to their software, including Windows, macOS, and Microsoft Office.

It is extremely important that these updates are installed on your computers and servers to make sure you are not only getting the latest versions of software but that you are properly secured against any potential security vulnerabilities.

For clients on our Simple 360 plans, we manage this for you by pushing out approved operating system patches using our Remote Agent to ensure that all of your machines are kept up-to-date and secure.

If you are on a Casual Plan, just shoot us an email to support@simpleitindy.com at any time if you'd like us to do any updates for you.

WHAT IS PREVENTATIVE MAINTENANCE?

For clients on our Simple 360 plans, we perform regular maintenance (e.g. clearing excessive log files) on your Servers and Workstations in line with our best practices to make sure they are kept in top condition.

WHAT ARE THE GUARANTEED RESPONSE TIMES?

All issues from clients on our Simple 360 plans are managed through our Helpdesk as follows.

If you choose a Casual Plan, 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 Simple 360 plans.

Priority	Examples	Our Guaranteed	Our Target
⛔ **Critical**	Entire Company Offline (Call Us!) Main Application Offline (Call Us!)	2 Hours	15 Mins
⚠️ **High**	Department Offline (Call us!) CEO's Computer Offline (Call Us!)	4 Hours	1 Hour
⚠️ **Medium**	User PC Offline One Printer Not Working	8 Hours	4 Hours
⚠️ **Low**	New User Setup User Access Changes	16 Hours	8 Hours

CAN I GET FAST SUPPORT AS A CASUAL CLIENT?

Absolutely, we have an option to upgrade any of your tickets to a "Critical" issue with an "Emergency Ticket Upgrade".

This means we'll treat your issue with our absolute highest priority.

Make sure you call us to open the service request and ask us to give this ticket an "Emergency Ticket Upgrade". The upgrade charge will be added to the ticket / deducted from Pre-Paid Credit.

WHAT IS THE MONTHLY EXECUTIVE REPORT?

A monthly report sent to the Primary IT Contact of clients on our Simple 360 plans outlining some key IT business metrics from the last month (i.e. Most Active Users, Tickets Opened by Type, Tickets Opened by Sub-Type, and more).

HOW DO SERVICE CALL FEES WORK?

For clients on Casual Plans, there will be a Service Call charge based on the hourly rate your current agreement is.

For clients on a Simple 360 plan, the Service Call charge will be waived for all your scheduled monthly/quarterly visits and Virtual IT Management visits covered under your agreement. All other additional visits will have a Service Call Fee in line with your agreed rates.

HOW DO WE RECEIVE OUR INVOICES?

If you choose a Simple 360 plan, you will receive your monthly Invoice on the first of every month. As Simple 360 Agreements are pre-paid agreements, your invoices will be automatically charged to your payment method on file. We currently accept ACH and credit card payments.

If you choose a Casual plan, we invoice monthly for all tickets closed over the previous week and deduct the amounts from any Pre-Paid Credits. All of your tickets will be billed together. These invoices have COD terms.

HOW DO THE PRE-PAID CREDIT PACKS WORK?

Pre-Paid Credit Packs allow you to purchase a block of hours for a discount. i.e. if you purchase $8,400 of pre-paid credit, you will receive a 10% discount.

This credit can be used against all our services, including Onsite/Remote IT Support, Service Calls, Emergency Ticket Upgrades, After Hours Support, and more.

At the end of each ticket, you'll receive an Invoice showing you how much that Ticket used from your Pre-Paid Credit and how much you have left in your balance.

HOW LONG ARE MY BLOCK HOURS VALID FOR?

Credit Packs all expire after 12 months from the purchase date. You can always view an updated balance in your Client Portal to see how much you have left.

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