



Crayon Intelligent Support Service

Due to the bespoke nature of our Intelligent Support Service, we are unable to provide a definitive cost, however we can provide what the minimum cost would be. The reason for this is that commercials will heavily depend on a number of factors and variables which will fluctuate the price such as number of users, if the customer requires end-user support and also if they need level 1, 2, 3 engineer support or just a particular level, if it's just O365 or there's a requirement for cloud and on-premise support, if it's a particular element of O365 requiring support e.g Teams telephony, If the customer just needs business hours support, extended business hours or 24x7 etc.

Crayon like to make sure that customers are only paying for what they specifically require and are not overspending and this requires an in-depth scoping exercise to fully understand what the customers requirements are. Following this call or meeting, Crayon will be able to put together a bespoke service offering.

| Service Name | Minimum Annual Price Per Year |
|----------------------------------|-------------------------------|
| Crayon Cloud Intelligent Support | £9,000.00 |