



COMRAD LTD

Build it once Build it Right

Enterprise Services

**COMRAD LTD**

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Service Description

Comrad LTD provide smart solutions for companies of all sizes and pride ourselves on our unparalleled, dedicated service. We design, build, manage strategies and solutions to help our customers solve their complex IT challenges and unlock the full potential of cloud, datacentre, and workspace technologies

Our services range from designing, optimising, and integrating core technologies, to owning enterprise IT transformation programmes. To provide transparency we have broken down the support and design service costs on a per unit basis. The units can be purchased as ½ day or full day items.

Support and Design Service item Costs

Dedicated CDE (Cloud Design Engineer)	- 450 half day, 850 per day
Dedicated CSE (Cloud Support Engineer)	- 375 half day, 850 per day
Dedicated PAM (Project Account Manager)	- 450 half day, 850 per day
Dedicated TAM (Technical Account Manager)	- 450 half day, 850 per day
Enhanced CSE (Outside Core Hours Support)	- 600 half day, 850 per day
Monthly Service / Project Reports	- included service cost
Monthly Service / Project Review Meeting	- included service cost
Quarterly Account Review Meeting	- included service cost

Architecture Design Costs

Dedicated Architect (Technical)	- 450 half day, 850 per day (circa)
Dedicated Enterprise Architect (Technical)	- 550 half day, 995 per day (circa)
Dedicated Enterprise Architect (Leadership)	- 600 half day, 1250 per day (circa)

Service Hours

Consultation, Advice and Guidance: 08:00-17:00, Monday to Friday, excluding bank holidays and other national holiday closure periods.

Support and Ticketing Requests: 24 hours a day, seven days a week.

Support and Ticketing Responses: 08:00-17:00, Monday to Friday, excluding bank holidays and other national holiday closure periods.

* this can be extend upon customer request and does not affect Priority 1 incident support needs *

** Enhanced CSE (Outside Core Hours Support) will provide coverage for customers who need hyper-care or immediate out of hours support.

Priority 1 ; 1 - 4 hours



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Priority 2 ; 1 - 8 hours

Priority 3 ; 1 - 24 hours

Priority 4 ; 2 days

Support and Ticketing Maintenance: maintenance times will be publicised in advance if there will be a disruption to the support service.

Level of Service

Target for successful SLA: 99.99%. (based on Support and Ticket Response period)

All requests relating to service support will be reported on and provided back in monthly and quarterly reviews. These will be performed outside of program and project meetings.

Support and Documentation

All support contacts can be made via : support@comrad-ltd.co.uk

All documentation requests for service can be made via service@comrad-ltd.co.uk

Commercial Support and Service Manager

Service and Support Manager: Cairbre Smith

All commercial contacts can be made via cairbre.smith@comrad-ltd.co.uk

All support and service escalations can be made via: cairbre.smith@comrad-ltd.co.uk