

## 1. Project Support Services & Deployment

### Project based charge rates:

Senior Engineers (working hours – 09:00-18:00) @ £800 per day or pro rata to nearest hour

Senior Engineers (out of hours – 18:01-08:59) @ £200 per hour or pro rata to nearest quarter hr

### Support service rates

Contingency for increase in machine quantity @ £75 per machine per month

## 2. Support Services

Cloud support is divided into 4 support levels; platinum, gold, silver and bronze.

	Cloud/ Networks & OS	Software Applications	Connectivity and Security	Hardware and Equipment
Platinum	x	x	x	x
Gold	x	x	x	
Silver	x	x		
Bronze	x			

### 2.1 Costs for Support Levels

Support Level	Price / month / Workstation
Platinum	£100.00 + VAT
Gold	£75.00 + VAT
Silver	£65.00 + VAT
Bronze	£50.00 + VAT

## 3. Costs for Cloud/Network Support

Number of Servers	Cost / Month / Server
>1	£249 + VAT

## 4. Costs for Network Object Support

### 4.1. Switches

Switch Type	Cost / Month / Device
Layer 2/3	£50 + VAT
Layer 4-7	£75 + VAT

### 4.2. Routers

Items	Cost / Month / Device
Router	£30 + VAT

### 4.3. Firewalls

Items	Cost / Month / Device
Hardware Firewall	£150 + VAT

#### 4.4. Wireless Access Points

<i>Items</i>	<i>Cost / Month / Device</i>
Wireless Access Point	£30 + VAT

#### 4.5. Backup Devices

<i>Items</i>	<i>Cost / Month / Device</i>
Backup Device	£30 + VAT

#### 4.6. Printers

<i>Items</i>	<i>Cost / Month / Device</i>
Printer	£30 + VAT