

# PACKAGE COMPARISON TABLE

SUPPORT | TRAIN | DEVELOP

	STAR SERVICES	BANK OF HOURS	FIXED PRICE
How do I buy it?	Agreed number of Monthly Hours that you can flex to suit	Purchased upfront	Monthly Fixed Price
How is it delivered?	Onsite & Remotely for as often as you need us	Onsite & Remotely	Onsite & Remotely
Features	<ul style="list-style-type: none"> <li>- Build a bank of monthly hours to suit your needs and budget</li> <li>- Unused Hours Roll Over to the next month - never lose an hour you pay for</li> <li>- Use your hours on planned, routine, emergency or an ad-hoc basis</li> <li>- Call expert systems engineers, trainers and software developers under one flexible contract and streamline your IT supply chain</li> <li>- Proactive monitoring and early detection of problems</li> <li>- All your IT business needs covered under one flexible contract</li> <li>- Continuous system management and improvement - not just maintenance</li> <li>- Identify and solve problems before they become business critical</li> <li>- Peace of mind</li> <li>- Flexibility</li> </ul>	<ul style="list-style-type: none"> <li>- A bank of hours gives you commitment free access to our services.</li> <li>- This simple, prepaid account is simply topped up when you need more hours.</li> <li>- Ideal for occasional or project use</li> </ul>	<ul style="list-style-type: none"> <li>- Monthly fixed costs are based on your infrastructure</li> <li>- Fixed Annual cost paid monthly</li> <li>- Ensures essential systems and services are operational</li> </ul>
Key Benefits	<ul style="list-style-type: none"> <li>- Flexible service</li> <li>- Monthly purchase of hours</li> <li>- Ability to vary hours through the contract life</li> <li>- Unused hours carry over to the following month</li> <li>- Draw time from the Engineering Support, Training and Development teams</li> <li>- Experienced and fully manned Helpdesk</li> <li>- SLA's and guaranteed response times</li> <li>- Dedicated Technical Account Manager</li> <li>- Experienced, multi-disciplined personnel</li> <li>- On Site and Remote Support</li> <li>- Regular, Scheduled or Ad-Hoc site visits</li> <li>- Web based job logging system</li> <li>- Proactive monitoring of Servers, Applications and Devices</li> <li>- Monthly activity reporting</li> <li>- Accurate documentation of your system</li> <li>- IT Estate management &amp; Strategy Planning</li> <li>- Virtual IT Director service</li> </ul>	<ul style="list-style-type: none"> <li>- Buy Hours Upfront</li> <li>- No monthly cost</li> <li>- Use us when you need us</li> <li>- No contract commitment</li> <li>- No SLA</li> </ul>	<ul style="list-style-type: none"> <li>- Monthly fixed price covering support and maintenance calls</li> <li>- Reactive Service</li> <li>- Experienced and fully manned Helpdesk</li> <li>- SLA's and guaranteed response times</li> <li>- Experienced, multi-disciplined personnel On Site and Remote Support</li> <li>- Regular, Scheduled or Ad-Hoc site visits</li> <li>- Web based job logging system</li> <li>- Monthly activity reporting</li> <li>- Accurate documentation of your system</li> <li>- Proactive monitoring of Servers, Applications and Devices (Optional Extra)</li> </ul>
Helpdesk Facility	✓	✓	✓
Remote Support	✓	✓	✓
On-Site Support	✓	✓	✓
Server Support	✓	✓	✓
Virtual Servers	✓	✓	✓
SLA (Service Level Agreement)	✓	✗	✓
Desktop / Laptop Support	✓	✓	✓
Smart Hands	✓	✓	✓
Microsoft Support	✓	✓	✓
Hardware/Software Configuration	✓	✓	✓
Networking and Switch Support	✓	✓	✓
WiFi/Wireless	✓	✓	✓
Backup & Imaging	✓	✓	✓
Dedicated Technical Lead	✓	✗	✗
Monthly Rolling Hours Contract	✓	✗	✗
Amend Hours Up or Down to Suit	✓	✗	✗
Never lose an hour that you pay for	✓	✗	✗
Proactive Monitoring	✓	✗	✗
Virtual IT Manager	✓	✗	✗
Full Outsource Model Available	✓	✗	✗
Software Asset Management	✓	✗	✗
Hardware Asset Management	✓	✗	✗
Documentation	✓	✗	✓
IT Relocation	✓	✓	✗
Disaster Recovery	✗	✓	✓
Min Contract Term (months)	12 months	Ad-Hoc	12 months