

Feature	Emergency Support	PAYG Support	Fixed Price Support (Remote/Onsite)	IT Manager
30 minute target response time			•	
Guaranteed response time			•	
Unlimited access to BTA Help Desk			•	
Remote Assistance	£	£	•	
On-Site callouts included	£	£	£/•	
24x7 Server monitoring and alerting		£	•	
System updates and security patches		£	•	
Monitoring of Anti-Virus updates		£	•	
Monitoring of Anti-Spyware updates		£	•	
Backup management		£	•	
System and network audit		£	•	•
Asset register for supported systems			•	
Regular IT and service review			•	•
Named Account Manager			•	•
Named IT Manager contact				•
Software license management				•
Hardware warranty management				•
Full asset register and management				•
Development of operational IT policies and procedures, including: <ul style="list-style-type: none"> • Data backup and recovery • Data protection and security • Business continuity 				•
IT strategy, including: <ul style="list-style-type: none"> • Technology refresh strategy • Technology Road Map and budgeting 				•
Risk assessment and critical analysis				•
IT system documentation				•
IT orientation for primary contact				•
Procurement advice				•
Pre-sales technical advice				•
Vendor assessment and reporting				•
Continual IT management				•
Charged	Premium Hourly	Hourly	Annual (Per-system)	POA