

## Ethical Property IT Support

As well as supporting the telephone and data network within our centres, Ethical Property has now expanded the communal IT services it can offer through the introduction of PC/IT User Support.

Our experience having spent time assisting our tenants with their IT needs revealed that many did not feel they had suitable IT support or expertise to cover their PC networks. Our new partnership with JADe, Ethical IT, has now given us the resources to be able to offer several levels of PC support to suit the different needs of our tenants.

### 1. SLA Support Contract:

We can provide an ongoing contract to give full access to our IT Helpdesk for support of all your IT needs. This includes

- A PC Audit as part of the set-up process. The IT staff spend time looking over your machines to check their health and make recommendations on any changes which you might want to make to improve your IT environment.
- Access to the Ethical IT helpdesk (via phone & email) for any IT support you need – either relating to the server or your desktop environment!
- Once you have contacted the helpdesk, we aim to meet the commitments laid out in our Helpdesk Charter, and respond within 4 working hours.
- Depending on the priority of the call, we will then work to resolve the issue within the following timescales:

Priority Level	Description	Target Resolution
1	Critical: Users unable to work.	Up to 1 day
2	High: User is not prevented from working, but experiences a degree of difficulty/ inconvenience. Normally there will be a temporary 'work around' for this problem.	Up to 2 days
3	Medium: Problems of a 'non urgent' nature, where the effect on the User is not significant. These calls may involve moving equipment, design changes of core software, training etc.	Up to 4 days
4	Low: Routine request to the Help Desk (like the purchase of new non-essential equipment).	Up to 7 days
5	Non essential Project work.	Up to 10 days

*NB: The Helpdesk will provide approximately 15 minutes per support call to resolve a reported issue. If the issue cannot be resolved within this time then, in agreement with the client, it may be necessary to charge the standard ad-hoc consultancy fee for this additional effort (see note 4 below).*

**Costs:** The costs are split into 2 elements: a helpdesk fee, and costs per piece of hardware supported. Usually the Helpdesk fees are as follows, but as you are an Ethical Property tenant, you benefit from a 50% reduction:

Number of Users	Cost (per Quarter, £, excl VAT)	Cost (per Year, £, excl VAT)
Up to 5	100	400
6 – 20	150	600
21 – 50	250	1,000
51 – 100	350	1,300
100+	500 (minimum)	2,000

Hardware costs are as follows:

Hardware	Cost
PC/Laptop	£50 each
Server	£300 each
Network Printers etc	£10 each

#### Example Annual Cost

For an organization with 4 computers and 1 networked printer, the annual costs would be:

Helpdesk Fee: £200 + VAT

Hardware Fees: £210 + VAT

**Total: £410 + VAT**

*Ethical Property could add this to your monthly rental charge, making it £33.33 + VAT/month.*

## 2. Ad Hoc Support

For organizations who do not feel able to pay for a full support contract, we can offer a 'Pay As You Go' service. This would include

- the same level of helpdesk service as outlined above (not including the PC Audit)
- All calls made to the helpdesk would be charged at a rate of £55 + VAT/hour, to the nearest 5 minutes (so a call taking 25 minutes to resolve costs £22.92 + vat)
- We would invoice monthly for time spent on your calls

We would additionally be willing to discuss pre-payment for a certain number of Helpdesk calls per year to assist with including support costs within your budgeting.

*NB: Unlike the support contract, for this type of support there can be no guaranteed response time and calls will be handled on a best endeavours basis.*

If you would like any further information, please contact [sales@ethicalict.co.uk](mailto:sales@ethicalict.co.uk)

#### Notes

1. In order to achieve the full use of Centralised Services functions, we highly recommend a minimum client (PC/ laptop) specification of Windows XP Professional SP2, 512MB RAM, Pentium IV, 20GB Hard Disk drive, and suitable and up to date anti-virus software (on client).
2. Note that following an initial audit of the organisation's IT environment it may be necessary to upgrade the client PCs/ laptops to achieve the minimum standard necessary to fully utilise the Centralised Services. The work to upgrade the organisation's IT environment is chargeable in addition to the Centralised Services fees.
3. The support cost does not include replacement PC or server parts. If this is not covered by the PC manufacturer when replacement parts can be sourced by JADe and invoiced in addition.
4. Adhoc consultancy, for on-site, project or non-SLA support, will be charged at £50 (excl VAT) per hour.