



# Technical Support Solutions

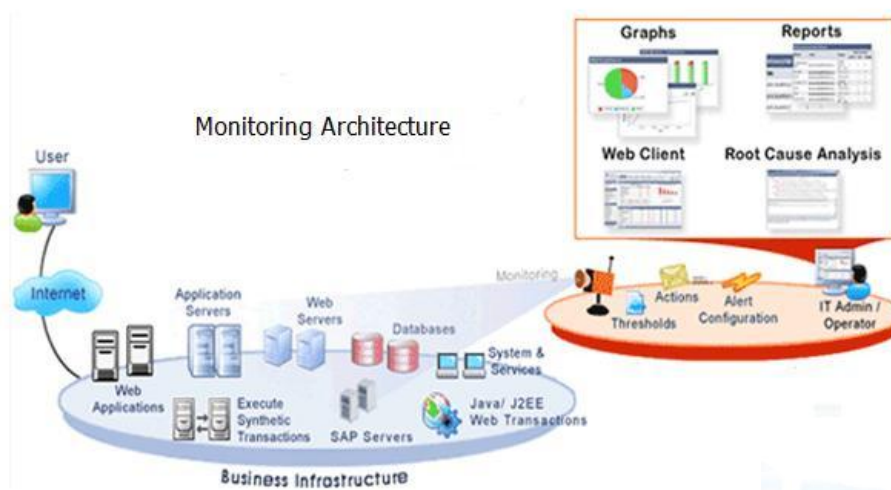
CONNECTING YOUR BUSINESS TO THE SKILLS AND RESOURCES YOU NEED

## OVERVIEW

Offered in a cost-effective and transparent manner, you would subscribe to our service for a minimum of 12 months. This would give you **unlimited telephone and email access** to our technical support team during office hours 8.30am to 5pm Monday to Friday, excluding Bank Holidays.

Typically you want us to assist you on demand either to answer a specific technical question or to assist you with a configuration issue or perhaps in some minor development. We term this incident support and this works by us calling off support units from your prepaid bundle. You can call us about anything and ask us to do anything from our skills area.

As a value added extra you may want us to take some responsibility for the ongoing health and performance of your servers or databases. For an annual fee your designated servers and databases could be monitored by Xicon's specially configured software 24x7.



## MONITORING SUPPORT

The monitoring architecture is clever enough to raise alarms automatically should the health or performance of your infrastructure be in question and depending on the severity we can automatically deal with the issue by calling off incidents from your prepaid bundle. We term this monitoring support.

Of course you may have an ad-hoc need for development, scripts to be written, a development environment to be cloned from production, the list goes on and on. Again you can call off from your service units on demand for us to assist you with your plans.

Should your call or incident during office hours take us no more than 10 minutes to resolve then none of your prepaid support units will be used. This is by far the majority. However if you require a technical engineer to remotely connect to your systems or should the request be clearly complex and require a degree of investigation, we will call-off one of your prepaid support units. The time spent on any incident call will last a maximum of 1 hour (or 1 support unit) before a further support unit is used although this would be cleared with you beforehand. For something that is obviously going to take some time such as a restore or installation, or if you need help on a project it may be more cost effective to book one of our technical engineers for a consultancy day. You can convert a number of your support units to a consultancy day or part day. The choice is yours.

## KEY HIGHLIGHTS

- UK based technicians
- 19 year track record

## TECHNICAL SERVICES

- Incident Support
- On-demand
- 24x7 availability
- Remote monitoring
- Application support
- License advice
- Security cleared

## VENDOR CERTIFICATIONS

- Oracle Certified DBAs
- Microsoft Certified DBAs
- VMware Certified Engineers
- Dell Certified Engineers



## WHAT HAPPENS IN AN EMERGENCY?

In an emergency, should you need to call Xicon support outside of the normal support hours, we will still be available to help you 24x7. However calls during these hours will use a minimum of 2 support units per hour.

## HOW MUCH DOES THE SERVICE COST?

Our menu of services and charges allows you to choose a combination that suits your needs and fits your budget. You are able to top up with extra bundles throughout the year as your requirements develop and there are incentives for purchasing larger bundles at the outset. All the below prices exclude VAT and reasonable expenses.

<b>Subscription to Service</b> This annual charge allows us to set up our service desk and configure any remote connections and monitoring software which may be required.	£500
<b>Prepaid Support Units</b> At least one pack is mandatory.	
Prepaid Support Units (Pack of 5)	£750
Prepaid Support Units (Pack of 10)	£1,250
Prepaid Support Units (Pack of 20)	£2,300
Prepaid Support Units (Pack of 50)	£5,000
Prepaid Support Units (Pack of 100)	£9,000
Prepaid Support Units (Pack of 250)	£20,000
Prepaid Support Units (Pack of 500)	£35,000
Prepaid Support Units (Pack of 1,000)	£60,000
<b>Prepaid Server or Database Monitor Charge</b> A server is either a physical or virtual machine with and operating system. A database is a named database or instance	£250
<b>Consultancy Days</b> During the year, you may also have a requirement for Xicon technical support to carry out a number of prearranged tasks. Your subscription gives you the option to take advantage of more cost effective pricing on consultancy days or tasks such as daily checks of backups and regular jobs when your key personnel are on holiday or off sick.	
Prepaid consultancy day	£800
Prepaid consultancy half day (evenings & weekends)	£800
Prepaid consultancy days (Pack of 5)	£3,750
Prepaid consultancy days (Pack of 10)	£7,000
<b>Daily remote 15 minute check (Pack of 10)</b> During staff holidays it may be appropriate for Xicon to perform some regular checks such as whether the backups have been completed successfully.	£250

## MONTHLY REPORTING

Every month we will give you a comprehensive report of the incidents opened and closed, support units used along with any recommendations to improve your services. If we are monitoring any of your systems you will also get a comprehensive report on the health and particularly the performance of your systems.

## INCIDENT LIFE AND EXCHANGE

At the end of the year, if any prepaid support units are unused, they can be carried over to the next year, assuming the subscription is renewed. At anytime during the subscription period, unused support units can be exchanged for consultancy days at a ratio of 10:1 for a full day during office hours or 10:1 for a half day outside of office hours.



**flexible support  
solutions for  
your business needs**

### ABOUT XICON

Xicon is a UK based, infrastructure and managed services company with an 19-year track record of delivering IT technical support to some of the most prestigious names in the public and private sectors.

Whether our service is to supplement your own in-house skills, to fast track a resolution to a problem or to share the load of your everyday tasks, we're here to help.

Our services are geared around the most common technologies used by organisations and are offered over the phone, with remote diagnostics or onsite in person by security cleared technical specialists, certified by the vendors.