



TECHNOLOGY SUCCESS PLAN PROPOSAL

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SOLUTION OVERVIEW

Thank you for the opportunity to submit our proposal for IT Services to help you take the hassle out of managing your IT.

Based on our recent conversation, we understand that you are after:

- A local IT Support Business (that is not a one-man band)
- Fast and dependable IT support
- Someone that understands your industry

Our goal is to do everything we can to make sure you we give you reliable, cost effective, fast and most of all WORRY-FREE IT Support, so that you can focus on what you do best.

- We cover the following:
 - Helpdesk Support- A friendly IT Helpdesk at your service
 - Monitoring - 24/7/365 Monitoring of your IT and Cloud Infrastructure
 - IT Planning - Regular IT consultations for IT budgeting and strategic planning
 - Vendor Management - we deal with your other IT vendors on your behalf.
 - Fixed Costs – Transparent and predictable pricing with a single monthly fee
- You get the following:
 - ✓ Faster IT systems allowing for better productivity
 - ✓ Fixed monthly costs, allowing for easy budgeting
 - ✓ Regular reporting so you know what's happening
 - ✓ Reduced downtime with proactive monitoring and maintenance
 - ✓ PEACE OF MIND

We are eager to earn your trust as your preferred IT partner. To demonstrate our commitment to your satisfaction, we offer a 30-day satisfaction guarantee. If you're not fully satisfied with our service within the first month, we will gladly refund your investment.

YOUR INVESTMENT

AFFORDABLE BUSINESS TECHNOLOGY

Please find pricing and agreement details below











YOUR FIXED FEE IT SOLUTION INCLUDES:

**All Prices quoted are exclusive of tax*



FIXED FEE AGREEMENTS

PEACE OF MIND

UNLIMITED REMOTE HELPDESK	 <p>A friendly Helpdesk where you can call or email for all your IT issues.</p>	ONSITE SUPPORT	 <p>Friendly onsite engineers available for any IT assistance you might need from desk moves to new server installs.</p>
VENDOR MANAGEMENT	 <p>We can act on your behalf with your IT vendors (e.g. software vendors, multi-function printers and more).</p>	REGULAR CIO MEETINGS	 <p>A regular quarterly catch up with your Account Manager to budget and plan for the future.</p>
FIXED FEE COSTS	 <p>Imagine being able to know your IT costs well in advance. Makes for easy budgeting right?</p>	EXECUTIVE REPORTING	 <p>You will receive a monthly easy to read IT Executive Report with metrics that matter.</p>
AFTER HOURS SUPPORT	 <p>We have 24/7/365 support available for those critical after hours emergencies.</p>	24/7/365 MONITORING	 <p>Our Helpdesk continually monitors for issues that could affect your network and proactively works on them.</p>
PROACTIVE MAINTENANCE	 <p>Keep your network up to date with Microsoft, Adobe, Java and other updates automatically delivered.</p>	CENTRAL ACCESS PORTAL	 <p>A web-based portal where you and your staff can access things such as Open Tickets, Invoices, Agreements and more.</p>

Last but not least, with all of the above working together on your network, you will have Peace of Mind that IT is not one of the worrying parts of your business –
THAT'S OUR NUMBER ONE GOAL

ABOUT NERDSTOGO

Who are we?

We're a friendly, caring, and competent team who loves giving world class IT Support.

We have extensive experience in installing, configuring and maintaining IT Infrastructure for Small and Medium Business. We are able to understand our clients' needs and plan and implement solutions that work for your business, both in the short term and long term.

As we are also a small business, we are able to offer you a much more personalized service when you are dealing with us.

Our Work

Approximately 80% of our work is performed offsite via the use of various remote management tools and access methods. This allows us to be able to respond very quickly to fix a problem you or your staff may have.

About you

However, enough about us, this is all about you. You are another small business owner, running a successful business and wanting the best out of your IT Environment. You're wanting predictable costs, reliable infrastructure, friendly support, regular reporting and overall peace of mind.

[We look forward to working with you](#)

FREQUENTLY ASKED QUESTIONS

What is covered under this Agreement?

Please check your individual agreement, however as a rule of thumb, everything related to keeping your existing IT environment in tip-top shape is covered.

What are the standard Helpdesk Hours?

Our helpdesk is available 8am – 5pm Monday to Friday excluding US Public Holidays.

Can I have regular onsite visits?

Absolutely, in fact we encourage every client of ours to have regular visits. Most productivity affecting IT issues go ignored until the IT person “walks past”.

How is pricing managed?

As most of our pricing is based on a per user basis, we work out each quarter whether there is more or less staff and modify the agreement accordingly.

How long is the Agreement for?

Typically, most agreements are 12 months, however the general rule of thumb is the longer the agreement, the better the deal (e.g. for each extra year of an agreement over 12 months, we will offer 1 month free).

Do you support Tablets and Phones?

Absolutely, we live in an age where everyone is connected all the time and we can assist your team with this.

Are Projects covered in my Agreement?

Unfortunately, we can't cover Project work under your Agreement. These are quoted separately to your ongoing monthly Agreement.

When is After Hours Support Available?

Simple, 24x7x365. Whilst we may not be able to respond as fast as we can during business hours, we will always aim to do our best.

What technologies do you support?

We have in-house experience with loads of different technologies (Microsoft, Apple, Google, and much more).

Is the Cloud useful for my business?

We strongly believe a “Hybrid Approach” is currently the best approach to utilising Cloud technologies. A mixture of onsite and offsite infrastructure works for most businesses.

Can I cancel my Agreement?





Absolutely, if we break any of the conditions, we promise to you, you have grounds to cancel your agreement with us and walk away.

Do you have standard forms we can use?

Absolutely, we have a vast array of Computer and Email Policies, Privacy Policies and Other forms. Ask us for more details.

GUARANTEED RESPONSE TIME

We always aim to hit our "Response Target" when it comes to responding to your issues, however we absolutely guarantee we will respond by the "Response Guarantee" times listed below:

PRIORITY	EXAMPLE	RESPONSE GUARANTEE	RESPONSE TARGET
 Critical	Entire Company Offline (Call Us!)	2 Hours	15 Mins
 High	Department Offline (Call Us!)	4 Hours	1 Hour
 Medium	User PC Offline	8 Hours	4 Hours
 Low	New User Setup/Maintenance	16 Hours	8 Hours

NEXT STEPS

- Accept the proposal or call or email me to discuss any required changes
- We will generate and email our Service Agreement for you to E-Sign and send your first Invoice for next month's service (we give you the first part-month of service leading up to the agreement start date for free as a "Welcome Thank You")
- We book in a "Meet the Team" appointment to start the onboarding process and introduce you to your assigned "Account Manager"
- We start working together supporting your business

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Client Signature

Date of Acceptance