

Microboss Support Block Hours



Available to clients who have internal IT staff and want to use our team as overflow or clients who don't want to commit to a monthly agreement but want to use our helpdesk occasionally. Block Support hours enables you to use our technical support service at a discounted rate in blocks of hours in quantities of **25, 50, 100 or 200 hours**. These hours are pre-paid, they do not expire.

You get **a nice discount and priority scheduling** in return for prepayment.

WHY BUY BLOCK SUPPORT HOURS?

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- ✓ Discounted Hourly Rate up to 30%
- ✓ Remote Support
- ✓ Onsite Support
- ✓ Telephone and Help-desk Support
- ✓ Access to senior experts
- ✓ Scheduled Out of Hours Maintenance
- ✓ Does not expire
- ✓ SLA is 8x5x4 Response

Frequent helpdesk requirements

Choose our 15-Minute blocks. These are available in 100, 200 and 400. Not all jobs take hours, some simply take minutes. So why pay for 1hr if your request took 10 minutes. Explore this option if you intend to allow your users to engage our helpdesk more frequently.

Reporting of usage

Block Support agreement ticket times are tracked through our professional service automation system. Subscribers receive access to our client portal enabling you to create, manage and review all support requests in detail. We also mail out monthly usage statements for your convenience.

Hours can be used as you see fit as long as our staff have safe working environment and the work is in the ICT arena.

SOME AREAS YOU CAN USE OUR SERVICE BUT NOT LIMITED TO :



SERVERS, STORAGE AND PATCHING



NETWORKING



DESKTOP, NOTEBOOKS OR TABLETS



GENERAL USER SUPPORT



PROJECT PLANNING AND CONSULTING
SERVICES

Project planning and consulting services

Block hours are not emergency support hours. These blocks are for scheduled or on-demand use services during business hours. We may book you out of hours at double time but at our discretion.

To find out more about our **block hour agreements** call now on **1300 962 099** or email us on sales@microboss.com.au