

Support & Maintenance

Contract options for EMIR Users



Item	Support Contract
Help Desk Email & Telephone Support	✓
Remote support to your desktop	✓
Periodic special offers at discounted rates	✓
Updates provided of general improvements	✓
Discounted Development Rate from RRP of £110 per hour	£80 per hour
All new functionality updates provided for FREE	
Priority over Support Contract holders when having Bespoke Development done	
Half Price on all Modules and Extensions	
Half Price Licences	
Free Development Hours every month	
Half Price Training Days (RRP £750 including expenses – UK only)	

'Bronze' Maintenance	'Silver' Maintenance	'Gold' Maintenance
N/A	N/A	N/A
N/A	N/A	N/A
N/A	N/A	N/A
N/A	N/A	N/A
£70 per hour	£65 per hour	£60 per hour
✓	✓	✓
✓	✓	✓
	✓	✓
	✓	✓
	1 Hour FREE	2 Hours FREE
		✓