

# Helping you manage your U4BW system and your users.....



# Where we can offer our assistance.....

**1**  
Small team,  
doing  
everything

**2**  
Help when  
things don't  
work first time

**3**  
Reminder on  
Set-up and  
Configuration

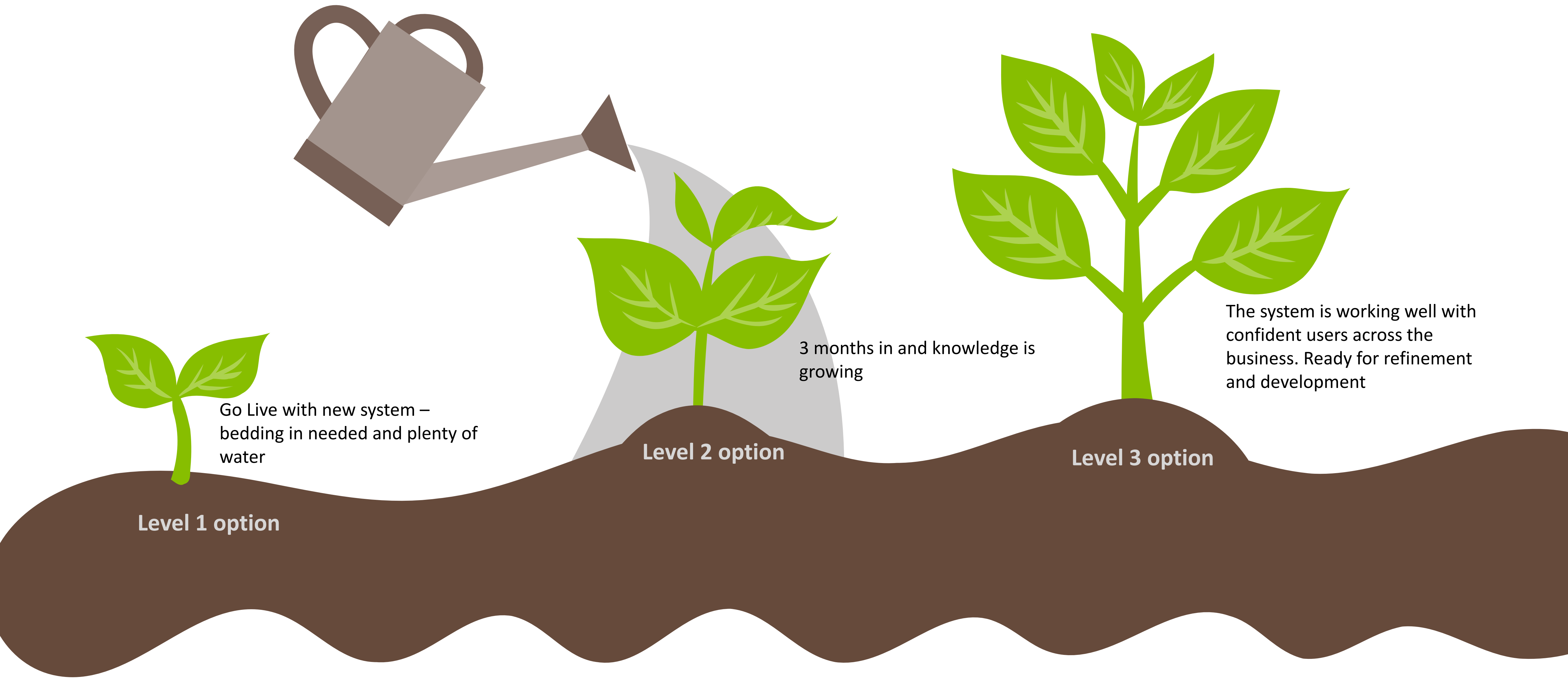
**4**  
Ad-hoc training  
via Webex

**5**  
Always there to  
help – e-mail or  
telephone

## Application Support for U4BW

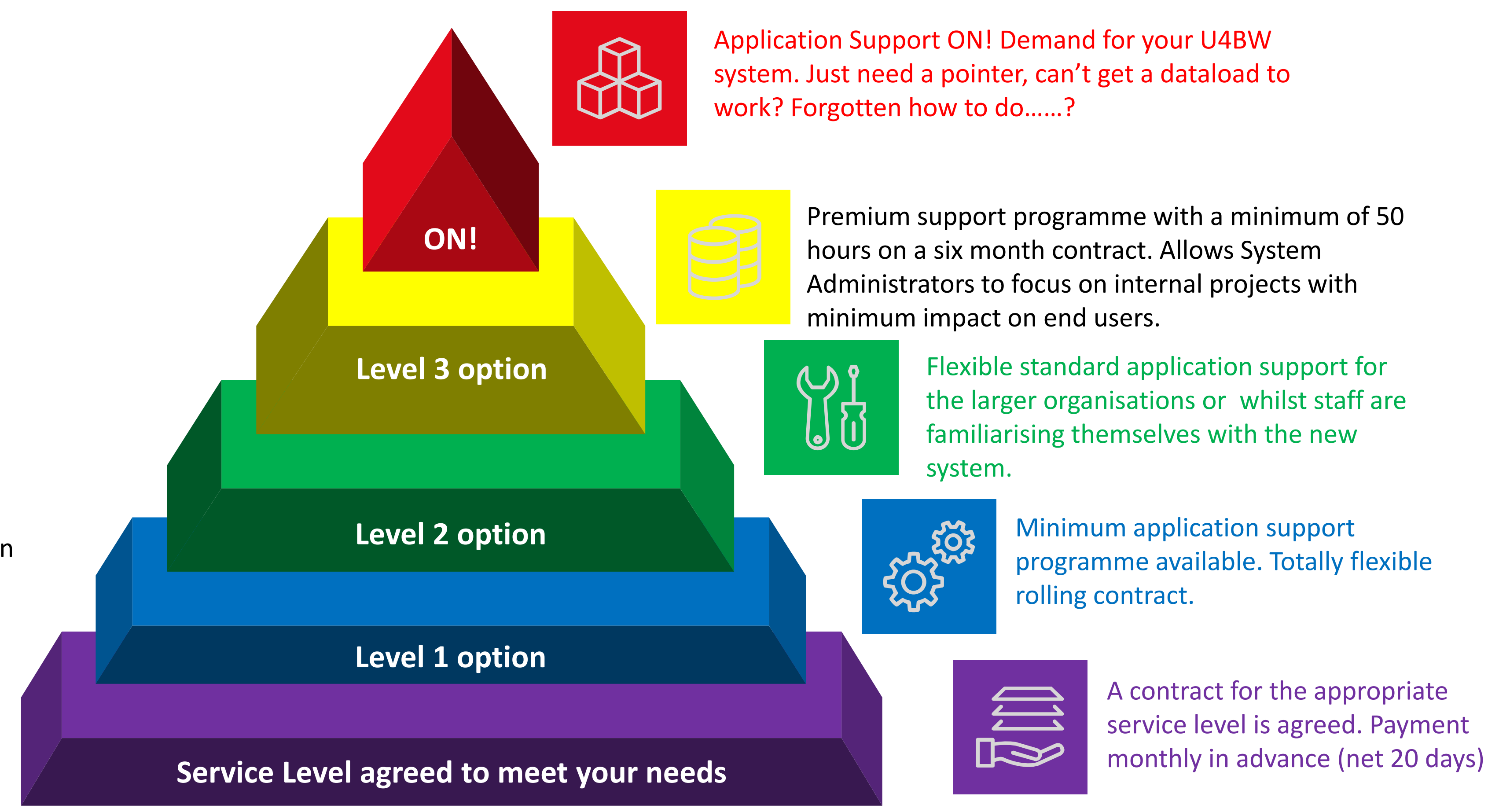
- Following many requests for quick question answers or brief assistance, where a days of consultancy is too expensive
  - We can now offer application support for our customers
  - Service level agreed to meet your needs
  - There is a minimum charge for a 3 month contract
- Assistance with using the application effectively not bug fixing
- Help with increasing internal knowledge not bug fixing
- Support for system administrators and end users
- Available now.....

# Grow your U4BW knowledge slowly and surely over time




# What is available for you....

- Assistance for Super Users
- Advice on managing the U4BW system
- Guidance on supporting the system
- Help troubleshooting problems across the application
  - Workflows
  - Payments Processing
  - Password re-sets
- Remote support for upgrades
- Ad-hoc training sessions
  - Via Webex
  - On Site (pre-arranged)
- Advice and guidance on best practice use
  - Enquiries
  - Basic Reporting
- Advice on the new functionality available in releases
- Production of a FAQ communication






# Pricing



**Level 1**  
£80/per hour

3 month contract  
10 hours  
20 hours  
30 hours


Remote



**Level 2**  
£2400/ 30 hours

30 hours fixed fee  
Additional hours £75/hour  
To a maximum of 90 hours (+  
60 hours)


Remote PLUS



**Level 3**  
£5000/ Fixed

6 month contract  
Discounts on core services

Remote



**Exclusions**

NOT SUPPORTED  
Human Resources  
Payroll  
External Interfaces  
External Integrations  
Bug Fixing

N/A



Want to know more?

Call us at the office and we'll call you back for a chat

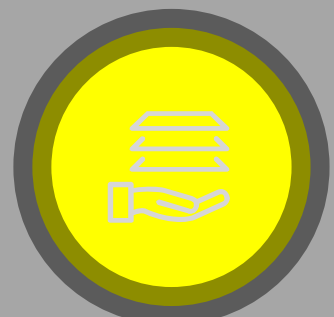
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