

Price List Jan 2017

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- Remote management
- Online backup
- Antivirus supply
- Broadband
- Onsite consulting
- In-house system repair and tuning
- Hardware supply

The prices shown in this list exclude VAT, which will be charged, at the current rate. as appropriate.

Prices shown on this document may change without notice. Call 0118 9441111 for latest pricing.

For more details on each of the services please refer to our website www.umtali.co.uk from where you may download full data sheets for each of the products.

Support Service Pricing

Basic £20.00 pm

Auto setting for AV, AS, Backup and Critical patches, excluding Service packs, Windows 10 edition updates and application updates. Monitored continuously with manual check once a week.

End point anti-virus security solution provided.

Help desk support via TT and phone 2 Hour response for critical issues, 24hours for low priority

Onsite support @ £44.00 per hour minimum one hour

Online support for install of software etc £22.00 per hour minimum one hour.

Extended £25.00 pm

Auto setting for AV, AS, Backup and Critical patches, excluding Service packs, Windows 10 edition updates and application updates. Monitored weekly

Install optional patches excluding Service packs and Windows 10 edition updates and application updates, clean temporary files monthly

De-fragmentation as required checked monthly

Help desk support via TT and phone 2 Hour response for critical issues, 24hours for low priority

Onsite support @ £40.00 per hour minimum one hour

Online support for install of software etc £20.00 per hour minimum one hour.

Full £30.00 pm

Auto setting for AV, AS, Backup and Critical patches. Monitored weekly

Install optional patches, clean temporary files monthly

Install of application updates, Windows 10 edition updates and service packs.

De-fragmentation as required checked monthly

Quarterly audit of systems to include backup coverage with sample trial restore from online backup, licence compliance and software installed. Audit report with recommendations will be provided.

Help desk support via TT and phone 2 Hour response for critical issues, 24hours for low priority

Onsite support @ £38.00 per hour minimum one hour

Online support for install of software etc £19.00 per incident.

The weekly check will be conducted during the evening on an agreed day each week, usually Thursday, any machine not available cannot be checked. Online backups supplied by us will be checked remotely. Onsite backup, user is responsible for media management, will only be monitored at the weekly check.

Before service commences the systems will be subject to a mandatory Healthcheck at cost of £40.00 per machine Maximum charge of £200.00 per site. Any remedial work required to bring the systems upto required standard for support will be charged at the hourly rate for the proposed plan. The Healthcheck cost will be offset against this remedial charge.

None of the above plans include the cost of any required hardware or software. Backup software (except online backup), alternative anti-virus and firewall software can be supplied by Umtali Ltd at the customer's cost or by the customer.

Online Backup Pricing

Desktop workstations and laptops.

Upto 1Gbyte £3-00 per month

Additional storage over 1Gbyte £1-00 per month per Gigabyte rounded upto nearest Gigabyte. In the event there are more than one backup per site then any storage over 1Gigabyte per machine will be aggregated to calculate the additional storage cost.

For example if there are 3 machines with storage capacities of 400Mbyte, 1.3Gigabyte and 1.5Gigabyte the total cost would be £9-00+£1-00= £10-00 per month.

Servers

Basic Licence	£10-00 each per month
Plugin's for SQL and Exchange	£3-00 each per month
SBS server (Basic+SQL+Exchange)	£15-00 each per month

Storage £1-00 per month per Gigabyte rounded upto the nearest Gigabyte. All accounts will be aggregated before rounding, so 2 machines using 1.4 and 1.3 Gigabytes each will be charged as 3 Gigabytes.

Kaspersky Anti Virus and Software Firewalls

Umtali Ltd recommends Kaspersky Antivirus software and can supply and install to your requirements, at the current Kaspersky pricing. For a single Internet Security install on one machine this would be £26.25.

Broadband

Umtali Ltd can provide wires only broadband to a fully configured and installed solution, subject to availability of a BT line and broadband coverage. Prices from £23.95 per month for more details call for latest pricing.

The provision of connection equipment and setup and configuration will be quoted separately depending on the end user requirements.

On-site Consultancy

On-site consultancy is charged from £48 per hour for routine non-server, network install and reconfiguration.

Complex server install and configurations are charged from £60 per hour.

Major projects will be quoted for, after discussion of the specifics required so you can be confident of the total cost. Before any work is started an estimate of the amount of time required and the hourly rate will be agreed. Should it be necessary to exceed the estimated time then the customer's permission will be sought before further charges are incurred.

In-house system repair and tuning

Where the customer's system is removed to Umtali Ltd for repair, cleaning of virus's etc the charge will be £40 per hour and all parts used and software installed will be charged at normal retail pricing. Before any work is started an estimate of the amount of time required will be agreed. Should it prove necessary to exceed the estimated time then the customer's permission will be sought before further charges are incurred.

Hardware supply

Umtali Ltd can supply and fit a wide range of IT equipment from a disk drive upgrade to a complete network. Please call 0118 9441111 to discuss your requirements or to arrange for a no obligation quotation.

The listing of any service in this price list does not constitute an offer to sell; the final pricing will depend on the configuration and combination of the services and goods purchased. For more detailed information please call Umtali Ltd 0118 9441111.