



THE SOLUTION PROPOSAL



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SOLUTION OVERVIEW

Dear Paul,

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

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:
 - UK Based Helpdesk - A friendly IT Helpdesk at your service
 - Monitoring - 24/7/365 Monitoring of your IT and Cloud Infrastructure
 - IT Planning - Regular IT Catch-up on budgets/planning
 - Vendor Management - we deal with your other IT vendors on your behalf
 - Fixed Costs – all for the one fixed monthly price
- 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'd love the opportunity to become your IT partner of choice and as such are happy to offer you a 30-day guarantee – if you are not happy with our service after the first month, just let us know and we'll refund your money!

Regards,

Nicholas Viney

Director

YOUR INVESTMENT

AFFORDABLE BUSINESS TECHNOLOGY

Please find pricing and agreement details below

YOUR FIXED FEE IT SOLUTION INCLUDES:





QTY	SERVICES	Amount	Total
2	Platinum Support Fixed Fee IT Remote Support Agreement Per User Remote Business Hours Helpdesk Support Guaranteed Response Time / Service Level Agreement 24/7/365 Server and PC Monitoring Backup Monitoring Server and PC Maintenance Monthly Executive Report Quarterly CIO/IT Management Meeting We will also cover your external councillors with regards to access to their OTC email.	£50	£100
OPTIONAL SERVICES			
0	Scheduled Quarterly Half-Day Onsite Visit (Quarterly Charge)	£345	£
0	Scheduled Monthly Half-Day Onsite Visit (Monthly Charge)	£345	£
	Working From Home (if required)	1	£5.00
	1TB NAS backup	1	£20.00
	AV & RMM*	3	£8.10
	M365 Business Licenses**	5	£51.50
	M365 Exchange Only Licenses**	13	£42.90
	TOTAL PRICE PER MONTH EXCLUDING VAT		£227.50
	Initial Term of Agreement		36 Months

	* AV licenses are subject to supplier price increases	
	** M365 licenses subject to Microsoft annual price changes. License quantity can only be reduced on the renewal each year and can be upgraded or increased at any time. The anniversary for these is the 29 th June.	

FIXED FEE AGREEMENTS

PEACE OF MIND

<p>UNLIMITED REMOTE HELPDESK</p>  <p>A friendly UK based Helpdesk where you can call or email for all your IT issues.</p>	<p>ONSITE SUPPORT</p>  <p>Friendly onsite engineers available for any IT assistance you might need from desk moves to new server installs.</p>
<p>VENDOR MANAGEMENT</p>  <p>We can act on your behalf with your IT vendors (e.g. software vendors, multi-function printers and more).</p>	<p>REGULAR MEETINGS</p>  <p>A regular quarterly catch up to budget and plan for the future.</p>
<p>FIXED FEE COSTS</p>  <p>Imagine being able to know your IT costs well in advance. Makes for easy budgeting right?</p>	<p>EXECUTIVE REPORTING</p>  <p>You will receive a monthly easy to read IT Executive Report with metrics that matter.</p>
<p>AFTER HOURS SUPPORT</p>	<p>24/7/365 MONITORING</p>

<p>Non-Stop Support</p>  <p>Our Support is Always Open</p>	<p>We have 24/7/365 support available for those critical after hours emergencies. Extra charges apply</p>		<p>Our Helpdesk continually monitors for issues that could affect your network and proactively works on them.</p>
<p>PROACTIVE MAINTENANCE</p>		<p>CENTRAL ACCESS PORTAL</p>	
	<p>Keep your network up to date with Microsoft, Adobe and other updates automatically delivered.</p>		<p>A web based portal where you and your staff can access things such as Open Tickets, 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 MILLENNIUM

Who are we?

We’re a vibrant, switched on small (boutique as some like to call it) team located in Rutland. We love giving first class, friendly IT Support.

We’ve been around since 1994 and 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 9am – 5:30pm Monday to Friday excluding Bank 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.

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 as is. 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 Engineer"
- We start working together supporting your business