

IT Support Tiers

Version: November 2023

Welcomm
Communications Limited

Service	M365	Silver	Gold
Microsoft 365 Support Access to our dedicated IT Support team for all your Microsoft 365 Support needs including administration and end-user queries.	✓	✓	✓
Unlimited Telephone & Email Support Access to our dedicated IT Support team between 8:30-5:30 Monday till Friday without any usage cap.	-	✓	✓
Unlimited Remote Support Access to remote support with our team prior to a call-out to save time and cost with a quick and easy remote support offering.	-	✓	✓
24x7 Device & Server Monitoring We monitor all of your devices (desktops, laptops and servers) for any alerts—both hardware and software—and our team proactively respond to all alerts within working hours.	-	✓	✓
Account Review & IT Health Check Our account management team will visit you to understand how you're finding the service so far, along with one of our IT Consultants for strategic mapping for future IT growth & requirements.	✓	✓	✓
Device Patching We will update your applications and devices to fix, or "patch", a bug or weakness in your IT network. Our remote monitoring and management solution allows for a controlled and automated approach to the deployment of patches and updates.	-	✓	✓
Reduced Hourly Rate Benefit from a reduced hourly rate for all callouts and projects when you take out a support contract agreement with us. (RRP £125/ph)	-	£115.00	£100.00
Additional Device Support We understand that users will sometimes have a desktop and a laptop, so our gold tier includes the additional device support at no extra charge.	-	£5.00	✓
Third-party Vendor Support We will work with your third-party vendors—like your internet or telecoms providers—to ensure a smooth support offering.	-	-	✓
New Device Setup Benefit from reduced costs for all your new device setup orders when you take our a support contract with us. (RRP 2 Hours Engineer Time)	-	£100.00	✓
IT Workshop During your account review, our IT Consultant can conduct a workshop with your stakeholders and end-users to tackle key issues or questions.	-	-	✓

