

Re: monthly support plans

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-11/msg03383.html>

- *From:* "Rick F" <support.REMOVE@xxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sun, 19 Nov 2006 23:57:51 -0600
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Other than selling block of hours, this is the only type of maintenance support plans that I offer at this time.

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Rick Faria – MCSE / A+
RDF Technical Services – www.rdfts.com
Email: support at rdfts dot com

"Dan" <Dan@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:3A187823-D1DE-41A8-B78A-F7EDA8181447@xxxxxxxxxxxxxxxxxxxx>

..Thanks for the detailed response Rick and also to Cris. It has definitely given me some ballpark concepts. Rick,,I was wondering though how much does your highest plan cost if you don't mind my asking ?

Regards
Dan

"Rick F" wrote:

Here is a subset of my contract (Actual contract is 5 pages). I charge \$100 per month for this and is optional for my clients. Every single client choose to sign up though. :-)

I takes me on average at least 2 hours per month per client. Maybe 3hrs on some but overall I look at it as looking out for my clients and getting somewhat paid for it and re-occurring revenue. I also find that it actually creates additional billable hours when you identify issues that need to be addressed.

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Scope of Services for Maintenance Contract:

Maintenance Services provided to computer equipment attached to the local area network, excluding printers and peripherals. The purpose of the agreement is to keep up-to-date with software patches and monitor the well-being of the entire computer network. To take a proactive approach to maintaining software and issues that might arise.

Provided maintenance services described below:

- Will maintain properly licensed Microsoft computer software with up-to-date critical software patches provided by Microsoft for software that is supported by said company. Will update patches within 7 days of release or sooner.
- Immediate (within 24 hours) updates to time sensitive patches as addressed by Microsoft.
- Server Status Reports will be configured to be emailed to consultant's email address automatically, and will be reviewed daily for any critical or warning issues. Microsoft Small Business Server clients only.
- Server's Event Logs will be email to consultant's emailed address automatically, and will be reviewed on a weekly basis for any critical or warning issues. Microsoft Small Business Server clients only.
- Issues found in Status and Event logs will be researched to determine cause and resolution will be presented to client for further action. (billable time)
- Will maintain properly licensed third party computer software for any patches provided by vendor. Client will need to inform Consultant of any patches and make available for deployment.
- Internet Intrusions will be automatically configured to Consultant's email address and will be reviewed. Intrusion will be researched and associated parties will be addressed. Microsoft Small Business Server Premium clients only.

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- Antivirus software will be monitored on a weekly basis to ensure automatic updates are working correctly. If virus outbreak is evident, then immediate (within 24 hours) monitoring will take place to make sure Antivirus will catch said virus. This is dependant on availability from vendor.
- Will inform Client of any recommendations to enhance performance and reliability of computer network.

What maintenance services will not provide:

- This is a monitoring and patching service, it does not cover any projects or computer problems that may arise.
- Updates to computers that are turned off at night. Need to be logged off from Windows or restarted at the end of the day.
- Configurations changes outside the scope of monitoring.
- New workstation setup.
- Any program errors or issues with functionality of software.
- Any program upgrades, either from incremental versions or full.
Example: v6.1 to v6.15/v6.2 or v.6.1 to v7.0
- Any issues that are not described above in the Provided Services section.

Note: Any other issues will be billed separately by the hour or deducted from pre-paid block of hours, if purchased.

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Rick Faria – MCSE / A+
RDF Technical Services – www.rdfts.com

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Email: support at rdfts dot com

"Cris Hanna" <crisnospamhanna@xx>
wrote in
message
news:A52AFB9C-AA6D-4955-BA5D-F24DA1298396@xxxxxxxxxxxxxxxxxxxxx

Is it just you? Do you have others working for you?
There's at least a thousand answers to this one

Typically the purpose of selling support plans is:
1) Be able to forecast monthly/annual revenue
2) Provide a level of proactive support to your clients

You could say, have them pre-pay 2-3 hours and offer to
review the
morning
email monitoring report, review the backup status and say
critical
patches
for Server and workstations.

Any work beyond that, gets billed at the normally hourly
rate.

Consider "locking" them in with a written agreement for 6
months or 1
year. Your customer will feel you're looking out for them.
And it will
probably result in considerable additional work.

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CRIS HANNA [SBS-MVP]

Please only respond in the newsgroup. Do Not Contact
Directly.
MVPs do not work for Microsoft.

Sent via Windows Mail on Vista Ultimate connected to SBS
R2
"Dan" <Dan@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in
message
news:DA27F44C-BABF-4E84-93F8-C7137692F3EA@xxxxxxxxxxxxxxxxxxxxx

Hi Folks,

Looking for some tips to structure monthly
support plans, like what
type
of

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support should be provided and how much
should the charge be.

Thanks in advance
Dan