



# SLA SERVICES & INTERNET CONNECTIVITY SERVICES

## SERVICE LEVEL AGREEMENT

- ✓ Unlimited Remote, Email, Helpdesk & Telephone Support.
- ✓ Unlimited Service Calls
- ✓ Support Hours Monday - Saturday 7am-10pm Sunday till 5pm
- ✓ Free additional visits during ofsted inspections
- ✓ Free remote access to school server for staff members
- ✓ Free mobile device management for tablet devices
- ✓ Free Email & Webhosting Service

Remote support on every device in school allowing us to close **90% of tickets within 30 mins**

### Service Level Agreement

#### Package 1

Includes all the above +  
One visit every 2 weeks

**£2,500** per annum

### Service Level Agreement

#### Package 2

Includes all the above +  
One visit every week

**£4,500** per annum

### Service Level Agreement

#### Package 3

Includes all the above +  
Two visits every week

**£7,500** per annum

### Internet Connectivity (medium/large Primary)

**£3000**  
per annum

- Managed Firewall
- Managed Web filter & Safeguarding
- User reporting portal/email reporting.
- Main Internet Line 1000 mb/s download  
100mb/s upload
- Back up Internet Line 80mb/s download  
20mb/s upload
- 100% uptime guaranteed.

### Internet Connectivity (Small Primary School)

**£2100**  
per annum

- Managed Firewall
- Managed Web filter & Safeguarding
- User reporting portal/email reporting.
- Main Internet Line 1000 mb/s download  
100mb/s upload
- Back up Internet Line 80mb/s download  
20mb/s upload
- 100% uptime guaranteed.

## CONTACT INFORMATION