

eWorks Flexible IT Support Services

Organisations large and small are today becoming aware of the growing complexity of modern-day computer networks and IT infrastructure. With business operations becoming increasingly IT-driven, this trend can only continue to grow. Any down-time, whether localised to an individual work-station or, more seriously, company-wide today leads to loss of productivity and, as a result, loss of money.

You therefore no doubt agree with us when we say that the reliability, consistency and effectiveness of the support provided to your IT infrastructure has become an area of operations which has to be continuously assessed by management in order to identify and mitigate any risks to the ongoing continuity of business operations.

In this regard, we are pleased to introduce **eWorks**, Shireburn's comprehensive IT support service, for your consideration.

The traditional approach to delivering IT support services

When one observes the manner in which IT support services are typically offered to clients, it is generally understood that if the supplier of the service is to commit to offering a service for a fixed annual cost, the support tasks permissible under the terms of this service need to be clearly defined beforehand. Simultaneously, support issues which have a tendency to be rather open-ended or unpredictable in nature are often purposely excluded.

Our ongoing observation of this approach indicates that the issue of deciding on a task-by-task basis whether a particular task is included or not in a contracted support service is increasingly becoming a bone of contention between service provider and customer as the IT needs of organisations continue to grow in complexity. Many a time this situation creates friction in the supplier-customer partnership, resulting in an unhealthy win-lose situation for each service that the supplier is asked to provide. Shireburn's long-standing experience and knowledge of the IT market in Malta is showing us quite clearly that rather than enhancing the relationship between service provider and customer, such arrangements invariably result in one of the parties losing out. We therefore feel that an urgent requirement exists for a truly professional and effective support service which is also flexible.

A service designed in consultation with our clients

Having had the opportunity to support a widely diversified customer base over the years, we have been able to discuss and understand the support requirements of our customers as these evolved. In doing so, we have consistently observed that what our clients often want is to have the services of responsive and knowledgeable IT personnel as if these were an extension of their organisation. We have noted that this requirement is often extended to a desire to essentially outsource one's IT support function partially or in full. This in effect requires the flexibility to use our services as and when required with a dependable and rapid response and a no-quibble approach as to what is included and what is excluded from such a support service.

Our ongoing efforts to restructure our support offering in line with our customers' changing needs have as a main objective that of reducing the risks to both parties, removing any contention regarding the services provided, reducing the administrative overhead for our customers and, most importantly, ensuring the consistent provision of the required range of support services using levels of expertise appropriate to the situations at hand. This, in our opinion, leads to a win-win situation.

eWorks

Our new approach is to offer the **eWorks Support Pack** consisting of a set number of hours of support. Four packs will be available as follows:

eWorks 25	- a 25 hours support pack
eWorks 50	- a 50 hours support pack
eWorks 100	- a 100 hours support pack
eWorks 200	- a 200 hours support pack

All these support packs are priced at a rate which is discounted off our standard rates with the packs consisting of the larger number of hours having the largest discount. A support pack will automatically expire after 12 months from date of first usage. If the pack is utilised before the 12-month maximum duration, you may purchase another pack of whichever size you would consider appropriate and the new pack would extend the availability of the service to your company for a further 12 months.

These service packs can be used for the provision of whatever IT service you may wish to obtain from Shireburn. This could include, for example, services such as the installation of new users or software applications, movement of machines around an office, replacement of hardware, periodic checking of backups, general upkeep of your network, telephone support, provision of advice etc. No quibbling will be involved as to whether or not a service is covered by the terms of an agreement. Services are provided during Shireburn's normal office hours. Out of hours support requires no additional administration and is simply charged to the same pack at 1.5 or double time. On-site support consumes a minimum 1 hour while telephone support is a minimum 15 minutes.

Since most users of our own software applications such as SFM, SIMS, SPS are covered by their own support agreement for these products, **eWorks** will not be required to cover support for these applications and clients will continue to be covered by the support service agreements currently in force.

Prices

The ex-VAT prices of the support packs (payable on purchase) are as follows:

eWorks 25	€950.00
eWorks 50	€1,800.00
eWorks 100	€3,400.00
eWorks 200	€6,400.00

As is our current practice, Shireburn will continue to provide you with detailed job sheets describing the activities undertaken. We are planning to also provide our clients with statements of usage of their support packs. Multiple support packs can be purchased and the 12-month shelf life of a pack will only commence from when it starts being consumed.

Why eWorks?

eWorks provides you as the client with the following features and benefits aimed at ensuring that your corporate IT and network support function works as effectively as it should:

- Hassle-free and clear responsibility - Shireburn will deliver any IT support services you may require of us
- peace of mind derived from an easy-to-manage arrangement with minimum administrative overhead
- guaranteed response and priority service
- services are obtained at rates which are currently discounted by as much as 25%
- you are insulated against any increase in rate while you still have a "stock" of support pack hours
- you are not tied to or restricted within an annual support contract. Once a support pack is exhausted, you can buy a new pack covering another calendar year
- you will be able to avail yourselves of a very flexible and comprehensive range of support services.