



## REDSHANK PAY AS YOU GO IT SUPPORT

*We support your people,  
not just your technology.*

# PAY AS YOU GO IT SUPPORT

### PAY-AS-YOU-GO IT SUPPORT FROM REDSHANK

In addition to our Complete Support service, we offer our PAYG Support for those times when you need a helping hand with your IT Support or are unable to commit to a 30 day agreement with us.

We are happy to assist your onsite IT team, troubleshoot a persistent 'glitch in the matrix' that you cannot resolve, help with an office move, or company relocation, or even help one of your people get their home office working as it should.

Many of our clients use our PAYG Support as a safety net, for when their onsite team is on holiday, or away from the office. Simply buy a bank of hours from us and call when you need us. We promise we'll be ready and waiting for your call.

If at any point you wish to transition to our Complete Support service, we will happily credit the remaining balance of hours over to the new service.

Hours are used in 15 minute blocks. We will advise you when your account is at 30 minutes so you can top up and all support requests will be responded to within 4 working hours.



Up To 2 Hours

£95

per hour ex VAT

Up To 4 Hours

£85

per hour ex VAT

Over 4 Hours

£75

per hour ex VAT

