

Support Bank IT contracts are ideal for Individuals, Home Workers and Small Businesses who want the peace of mind that friendly, honest and effective IT support is at hand when they need it.

Support Bank contracts work on the basis of pre-purchasing time, which can then be used for support (either on site or remote), advice, consultancy or training. There are no strings, no hidden tie-ins and no long term notice periods. You buy the time, you use the time, you decide if you want to buy more time and if not, no hard feelings. Simple, straightforward IT support that works for you.

Types of Contract

Support Bank comes in three different flavours, designed to appeal to specific markets but available to all: **Support Bank Basic**, **Support Bank for Home** and **Support Bank for Business**.

	Pay As You Go	Support Bank Basic	Support Bank For Home	Support Bank For Business
Standard Services				
On Site Support	✓	✓	✓	✓
Hourly rates	✓	✓	✓	✓
Fixed Fee rates	Some	Some	Some	Some
Call Out Fee	✓	✗	✗	✗
Remote Support	✗	✓	✓	✓
Priority Support	✗	✓	✓	✓
Response Time	-	8 hours	8 hours	4 hours
Billing period	30 mins	15 mins	15 mins	15 mins
Workstation Monitoring	✗	✗	✓	✓
Server Monitoring	✗	✗	✗	✓
Healthcheck Report	✗	✗	✓	✓
Support Bank Statement	✗	Quarterly	Monthly	Monthly
Cost	£50 for 1 st hour	£40 per hour	£40 per hour	£50 per hour
Add On Services				
Patch Management	✗	✓	✓	✓
Managed AntiVirus	✗	✓	✓	✓
Managed Online Backup	✗	✓	✓	✓
Managed Mobile Devices	✗	✓	✓	✓

How does this differ from buying support when I need it?

As a pay-as-you-go customer you get the same great support from James The Gadget Man as you would do if you signed up for a Support Bank contract. However, you would miss out on all the benefits listed above, such as 24/7 monitoring, remote support, preferential response times and billing.

What do I actually get?

What you get depends on the level of Support Bank you sign up to. For example, all Support Bank contracts benefit from:

Priority Support

As a Support Bank customer, you get priority support over pay-as-you-go customers, meaning your problems are solved quicker and your IT frustration levels are lower!

No call out fee

For pay-as-you-go customers I charge a small call out fee to cover my local travel expenses. As a Support Bank customer this call out fee is waived for any on-site visits.

Remote support of your PC

Your PC will be configured with a remote access tool which enables me to connect to it (with your express permission) to fix any problems you have, making it cheaper and more convenient for you.

15 minute billing

Support Bank customers are billed in 15 minute increments rather than 30 minutes, making both remote support and on-site calls more cost efficient for you.

Helpdesk by email or online

Support Bank customers can contact the Helpdesk by email or online during business hours (09:00 to 17:00, Monday to Friday). You will receive regular email updates as your ticket is dealt with and will be able to log in to the Helpdesk and view the progress of any calls you have logged.

If you sign up for [Support Bank for Home](#) or [Support Bank for Business](#) then you also benefit from:

Remote monitoring of your PC and Server

A small piece of software (called an “agent”) will be installed on your PCs and Servers and configured to monitor the health of the machines 24 hours a day, 7 days a week. If there’s a problem, I will be alerted to it and can then let you know if anything needs to be done. Rest assured, the agent cannot access or view any data – it is only concerned with the inner workings of your machine, not what you do on it!

Asset tracking

The monitoring agent will record asset tracking information, including hardware configuration, serial numbers, Windows product key, installed software, IP addresses, etc. This can be very useful for keeping your inventory up to date, or to assist in insurance valuations.

Monthly statement

You will receive a statement every month showing what calls you have logged, what time you have spent and your current balance, so you always know where are and what you’ve got left.

Note: [Support Bank Basic](#) customers receive a statement every quarter.

How much does it cost?

There are three types of Support Bank contract, designed to appeal to specific markets but available to all:

Support Bank Basic	£40 per hour (4 hour minimum initial purchase)
Support Bank for Home	£40 per hour (8 hour minimum initial purchase)
Support Bank for Business	£50 per hour (16 hour minimum initial purchase)

Why is Support Bank for Business more expensive?

Support Bank for Business costs a bit more because it is designed to support the more complex networks and the more immediate requirements of business customers. This is why it also includes a 4 hour response time for calls logged to the Helpdesk, whereas Support Bank for Home and Support Bank Basic includes an 8 hour response time. However, if you only have a small number of machines and you don’t need the 4 hour response you can still sign up to Support Bank for Home even if you are a registered business (subject to an initial audit).

How do I cancel a contract if I need to?

If you no longer wish to continue with a Support Bank contract you can simply walk away. You can either choose to use up the time you have left in your account on a specific project or you can let the contract run until the automatic charges (monthly charges levied against Support Bank for Home and Business) deplete the time left to zero, at which point the services will be suspended.

How do I sign up?

Get in touch with James The Gadget Man by email at james@jamesthegadgetman.co.uk or by phone on 01442 927550 to discuss your requirements. Alternatively, take a look at the Support Bank section on the website, at <http://www.jamesthegadgetman.co.uk/support-contracts.html>, where you can read a bit more about it and sign up online.