



Rubicon Workflow Solutions Ltd (RWS) provide a flexible prepaid support plan designed specifically for customers who cannot or choose not to have a maintenance support agreement. The plan has no set-up fees, no annual charge and available credits can be used for up to two years from the date of purchase. If you run out of credits you can simply purchase more.

**HOW IT WORKS**

The flexible prepaid credits are simply purchased and allocated to your account. These credits can then be exchanged for the use of our range of technical support services as and when you need them. When you need support you simply log a call with our technical support team who will respond to you and allocate the desired resources. Your call will be prioritised over and above general Ad-hoc customers.

We will keep a record of the credits used sending you a quarterly statement by email. This statement will include outline information including the date, time, type of support received, the amount of credits used and who requested the support.

**BENEFITS TO YOU**

- Flexible - no maintenance agreement required
- Discounted support costs for most services
- Prioritised response to telephone/remote and on-site support
- Access to qualified engineers and knowledge bases

- Support for Software and Mac OS support inc applications\*
- Remote management to ensure minimum downtime
- Predictable costs - budget for support
- Peace of mind

**SERVICES AVAILABLE**

Help desk Telephone and Remote support - User friendly qualified engineers with access to our internal knowledge bases and intelligent web-based remote support system that allows us to take control of your machine, identify and resolve your issues quickly and efficiently.

On-site Support Visits - You can book one of our qualified and experienced engineers to attend site to perform tasks such as diagnosis and repair, system & software overview training, preventative maintenance or just helping out.

Workshop Diagnosis and Repair - Use the credits to cover the labour element of any workshop repairs that we carry out for you. The only additional charges you pay are for parts, equipment rental and deliveries.

**HOW MUCH DOES IT COST**

Support credits are purchased in the following quantities and can be used for up to two years from the date of purchase.

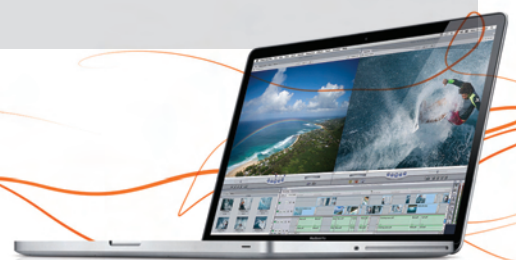
50 - 100 Credits	= £10.00 per credit (ex VAT)
101 - 200 Credits	= £9.50 per credit (ex VAT)
201 - 300 Credits	= £9.00 per credit (ex VAT)
301 - 400 Credits	= £8.75 per credit (ex VAT)

Flexible support credits are deducted from your plan on a per incident basis at the following rate

<b>Telephone/Remote Support</b> (per 20 min block)	= 3 credits
<b>Engineer Site Visit - Call out charge</b>	= 4.5 credits
<b>Engineer Site Visit - Mileage excess</b> (per 20 miles)	= 2 credits
<b>Engineer Site Visit - Per hour</b>	= 7.5 credits
<b>Workshop Hourly Labour Charge</b>	= 5 credits
<b>Engineer Site Visit - Per Full Day</b>	= 51 credits

For further information or to arrange a meeting about our maintenance support agreements, please call:

**0118 988 8780**



Authorised Reseller

1 Thurley Business Estate, Pump Lane, Grazeley, Reading, Berkshire, RG7 1LL

t: 0118 988 8780  
f: 0118 988 8782

e: info@rubicon-solutions.co.uk  
w: www.rubicon-solutions.co.uk



Authorised Service Provider