

Maintenance and Support

Introduction:

The Consultancy Services, Installation and Training charges are for services provided to One Digital clients directly by our Technical & Engineering specialists.

The first year Warranty Support is standard to all new One Digital products purchased from any of our Master Distributors.

The Maintenance and Support services and costs are the charges which we recommend to our Distributors; individual Distributor's service levels and charges may vary.

Consultancy Services

Our integration software developers and specialist engineers offer comprehensive consultancy services in order to precisely define your individual business requirements, minimising costs and maximising efficiency and business benefits.

Consultancy Fees:

Software Developer: £ 850.00 per day.

Systems Engineer: £ 500.00 per day.

Site Surveys: £ 500.00 per day.

System Installations:

Installations can be undertaken at times to suit our clients, charges vary according to the time and hours requested:

Standard Hours:

(Monday – Friday 09.00 – 17.30 hours) £ 95.00 per hour

Extended Hours £120.00 per hour

Weekends and Bank Holidays £150.00 per hour

Economies of scale will be achieved in the case of multiple installations.

Training:

Our specialist engineers provide both System Administrator and User Training.

Where specialist integrations have been installed we can provide joint training courses in conjunction with your IT provider/department.

Training Fees: £350.00 per day

Warranty Support:

One Digital provides first year return-to-base warranty support to UK clients. Warranty includes parts and labour where the equipment had genuine software or hardware faults. Client misuse and accidental damage are not covered by the warranty.

First year on-site support is 6% of total system costs (excluding media).

**Maintenance Contracts
(Recommended Service Levels/costs)**

All Maintenance Contracts are undertaken by specialist engineers trained by One Digital technical personnel and are inclusive of labour and parts, distributor service levels and charges may vary.

All Maintenance Contracts include an annual software upgrade, as appropriate.

Standard Hours:

(Monday to Friday 09.00 - 17.30) 12% of total system costs (excluding media)

Extended Hours:

(Monday to Friday 07.00 - 22.30) 15%

Critical Cover:

(365 days x 24 hour cover) 25%

Non-Contract Maintenance Charges:

One-off call out charge of £100.00 + £100.00 per hour

System Moves:

(De-commissioning/Re-installation)

Our engineers will de-commission and re-install you systems at the appropriate rate above.

All Engineering prices are exclusive of VAT