primend

IT support packages	hours	hours per year	annual price	monthly price
Support package 10				
Mapping of the current situation	10	120	€ 6,000	€ 500
Consultation & development suggestions				
Pro Support Package 15				
Mapping of the current situation	15	180	€ 9,900	€ 825
Consultation & development suggestions				
2nd of support service 8.00 a.m. to 6.00 p.m.				
Pro Support Package 15+				
Mapping of the current situation	15	180	€ 9,900	€ 825
Consultation & development suggestions				
2nd of support service 8.00 a.m. to 6.00 p.m.				
+ User support service			13€ per user x 12	13€ per user
Pro Support Package 26				
Mapping of the current situation	26	312	€ 15,600	€ 1,300
Consultation & development suggestions				
2nd of support service 8.00 a.m. to 6.00 p.m.				
Pro Support Package 26+				
Mapping of the current situation	26	312	€ 15,600	€ 1,300
Consultation & development suggestions				
2nd of support service 8.00 a.m. to 6.00 p.m.				
+ User support service			13€ per user x 12	13€ per user
Adv Support Package 15				
Mapping of the current situation	15	180	€ 16,200	€ 1,350
Consultation & development suggestions				
2nd level of support service 24/7				
Technical support				
SLA max 2h				
Trainings for the main user and end users				
Adv Support Package 15+				
Mapping of the current situation	15	180	€ 16,200	€ 1,350
Consultation & development suggestions				
2nd level of support service 24/7				
Technical support				
SLA max 2h				
Trainings for the main user and end users				
+ User support service			10€ per user x 12	10€ per user
Adv Support Package 26				
Mapping of the current situation	26	312	€ 21,840	€ 1,820
Consultation & development suggestions				
2nd level of support service 24/7				
Technical support				
SLA max 2h				
Trainings for the main user and end users				
Ignite pass				
Adv Support Package 26+				
Mapping of the current situation	26	312	€ 21,840	€ 1,820
Consultation & development suggestions				
2nd level of support service 24/7				
Technical support				
SLA max 2h				
Trainings for the main user and end users				
Ignite pass				
+ User support service			10€ per user x 12	10€ per user

Mapping of the current situation*	Consultation*	2nd Level Support*	User Support Service	Technical Support
Mapping of business requirements	Introduction of new products	Support service for server, network and server services	O365 admin	Analysis of infrastructure
Identification of the requirements of company	Strategic activity plan: Overview of new developments in the IT area	Microsoft 365 helpdesk support service	Device management	Consultation of architects of Microsoft (online)
Establishing a vision for the future	How to migrate into cloud?	Support service of cloud services	max 24h SLA	Primend Azure support service
Mapping of issues	Sharing the best practices and recommendations	IT Manager and consultation service		Management of solving of technical errors resulting from the Microsoft services by Primend*
Mapping of the IT solutions that are currently used	Help with Microsoft licensing and trainings	Support service for consolidation and connection of systems		Proof of Concept
Result of mapping of the current situation: first assessment and next steps	Help with implementation of Microsoft Teams	TABLOO intranet support service		
	Detailed analysis if required	Escalation of problems to Microsoft and help via Microsoft Advanced Support		
	Creation of project plan			
	Main user trainings			
	2 sessiooni 2h per kuu			

* If the first mapping is not sufficient, move on with audit

* Consultations to be agreed in advance; SLA 72h

* Not included: Migration and implementation of IT services; end user trainings; setup and optimization of network and servers

* Primend can guarantee response time on their part and provide to the client SLA time guaranteed by Microsoft under the Microsoft Advanced Support package

Microsoft Advanced Support:

Microsoft Advanced Support provides partners with prioritised IT support and access to the architects of Microsoft. Under the programme, Primend can provide prioritised IT support to Microsoft products and consultations on cloud services using the architects of

* * Primend can guarantee response time on their part and provide to the client SLA time guaranteed by Microsoft under the Microsoft Advanced Support package

Response time of Microsoft to fault notifications:

A - Critical (goal: first response in 1 hour)

One or more of the services are not usable or accessible. Production, process and project deadlines suffer greatly or the impact on productivity or company profit is great. Several users and services are impacted

B - Urgent (goal: first response in 2 hours)

The service is unusable, halted. Impact to business is medium and it is possible to deal with it within a working day. One user, service, client is impacted

C – Important (goal: first response in 4 hours)

Minimum impact on business. The problem is important for the client but does not currently impact the service or productivity much. One user experiences the error but it is still possible to work

PS! Microsoft Advanced Support does not include 24/7 support.

bm certification
ISO 9001
ISO 27001
System certification