

## Maintenance Contracts

Written by Administrator

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IT Maintenance contracts are a guarantee that a company will receive an agreed level of service for a known cost. After analysing your business and the requirements of IT to support it, an agreement needs to be documented which forms the maintenance contract.

Typical areas that will be agreed are :

- Maximum amount of time to have a suitably qualified engineer on the phone.
- Maximum amount of time to have a suitably qualified engineer securely connected to the company's network and starting to diagnose the problem.
- Maximum amount of time to have a suitably qualified engineer onsite.
- Duration of cover (12x5, 24x5, 24x7 etc)
- Retainer cost (Amount of money charged each month for having the agreement in place)
- Additional costs (What is included in agreement and what is charged as extra). Some

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contracts may include telephone and remote support, but not onsite.