

# Support & Maintenance

## Contract options for EMIR Users



Item	Support Contract
Help Desk Email & Telephone Support	✓
Remote support to your desktop	✓
Periodic special offers at discounted rates	✓
Updates provided of general improvements	✓
Discounted Development Rate from RRP of £95 per hour	£75 per hour
<b>All new functionality updates provided for FREE</b>	
Priority over Support Contract holders when having Bespoke Development done	
Half Price on all Modules and Extensions	
Half Price Licences	
Free Development Hours every month	
Half Price Training Days (RRP £750 including expenses – UK only)	

'Bronze' Maintenance	'Silver' Maintenance	'Gold' Maintenance
N/A	N/A	N/A
N/A	N/A	N/A
N/A	N/A	N/A
N/A	N/A	N/A
£65 per hour	£60 per hour	£55 per hour
✓	✓	✓
✓	✓	✓
	✓	✓
	✓	✓
	1 Hour FREE	2 Hours FREE
		✓