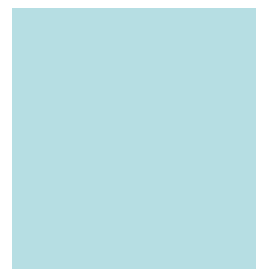
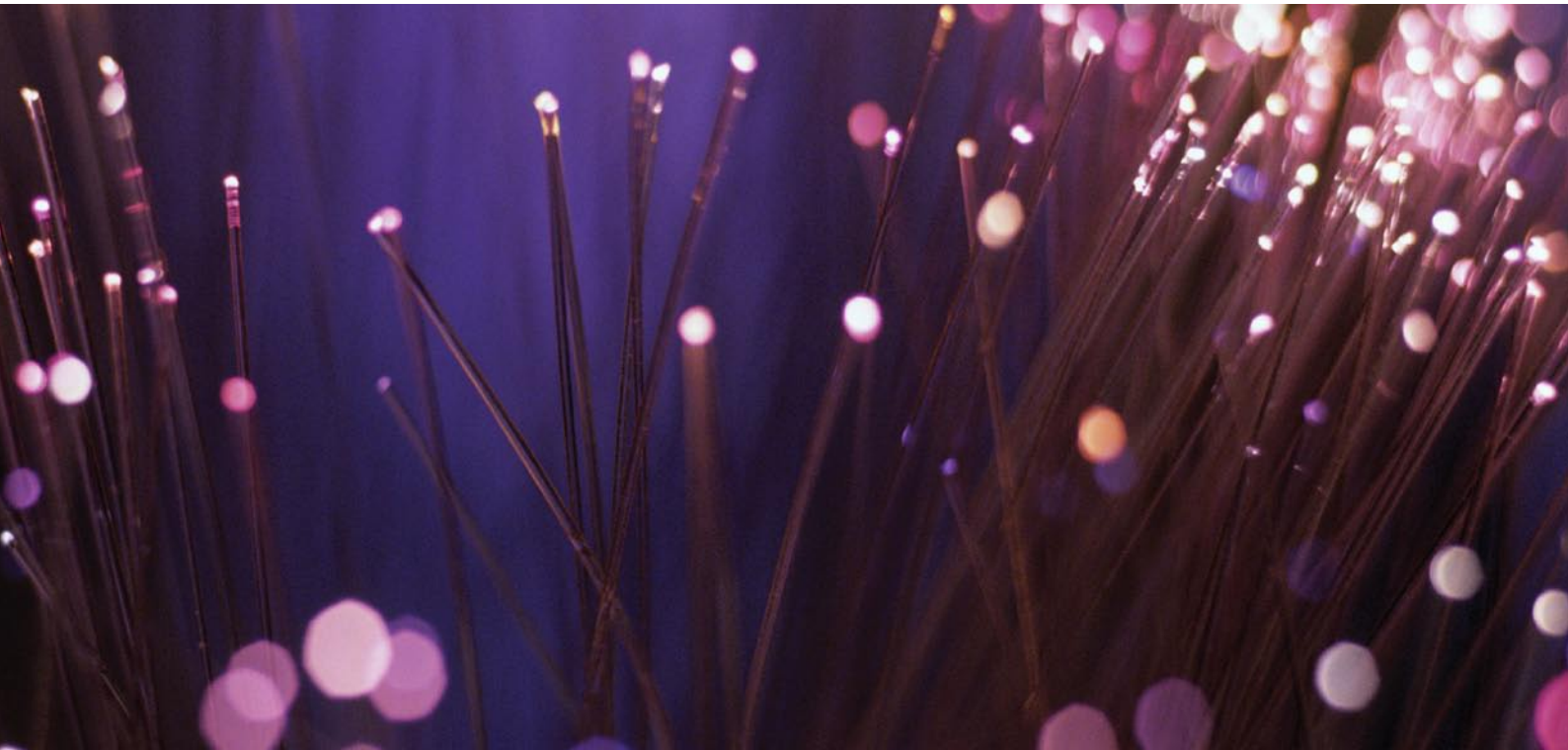


FlexiPoints Support

Innovative, flexible, simple, economical... altogether a fresh approach to support



FlexiPoints - Eurodata's unique approach to support

Imagine a flexible IT service designed to meet all your technology and business needs. A service that gives you access to technical resources, professional services and consultancy covering a range of technologies. A flexible support service, which covers a huge breadth of platforms and applications that is available 24x7x365. A service that takes the pain out of maintaining IT systems, keeps you in complete control, and, above all, saves you money? FlexiPoints from Eurodata is that service.

FlexiPoints is a points-based IT service, designed to assist IT professionals. Unlike traditional, fixed-price contracts, it offers the benefit of a value-for-money contract with access to our wide pool of technical expertise, whilst ensuring that you only pay for the support you need.



Secure and flexible – using your dedicated telephone number you will receive support through secure remote access at any time you require assistance, including out of hours and public holidays. In addition, FlexiPoints customers get priority booking for our consultancy team.

Service guarantee – with FlexiPoints, all calls are our priority. We offer a guaranteed SLA for all response times, which is over and above any time and materials contract or ad-hoc arrangement.

No hidden costs – where necessary, Eurodata will escalate issues to manufacturers and manage third-party vendors at no additional cost to you. You don't pay for waiting time, travel or incidents.

Simple to use – nominated contacts can utilise our services as and when needed. If you are out of credit before your contract expires, you simply purchase more points (effective immediately). To keep it simple, you will receive service reports and your account manager will regularly review with you any queries you might have, including points used and future requirements.

How FlexiPoints works

Breadth and depth of service – with a FlexiPoints contract, you purchase points that can be redeemed against technical resource from our bank of consultants, as well as IT support from an extensive range of hardware and software. (See Hardware and Software Supported). FlexiPoints offers onsite and offsite support 24x7x365, as well as preventative maintenance and health checks.

Fast, flexible, professional support. Eurodata is one of the UK's premier systems integrators and solution providers.



Save money with FlexiPoints

Buying more than 1,000 FlexiPoints attracts a 10–20% discount on our standard fees for consulting resources. This is by far the most economical way of buying consultancy.

Upon renewal, if you buy additional points to the previous year you are able to carry 100% of unused points over to the next contract. If you don't buy additional points, then only 50% of any unused points still roll over into a new contract.

Unique loyalty scheme

Customers that buy FlexiPoints year on year will receive the accumulative discount based on the points purchased over previous years. This means the points bought in one year are added to the next year to ensure that the discount always increases.

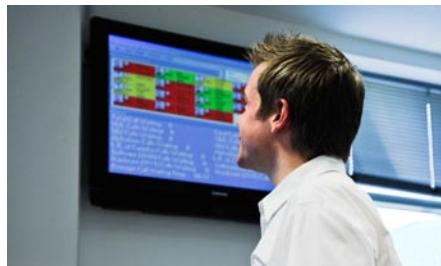
FlexiPoints discount scale

Bundle	Range of FlexiPoints	Unit Cost Per Point	Example of Quantity of FlexiPoints	Total	Equates to Consultant Day Rate of	Equates to Consultant Days
1	200-499	£9.50	200	£1,900.00	£950.00	2.00
2	500-999	£9.00	500	£4,500.00	£900.00	5.00
3	1000-1499	£8.50	1000	£8,500.00	£850.00	10.00
4	1500-1999	£8.25	1500	£12,375.00	£825.00	15.00
5	2000-2499	£8.00	2000	£16,000.00	£800.00	20.00
6	2500-4999	£7.75	2500	£19,375.00	£775.00	25.00
7	5000+	£7.50	5000	£37,500.00	£750.00	50.00

FlexiPoints offers unique savings on support and consultancy while rewarding customer loyalty.

Technical support services

Service	Service Level (SLA)	Description of Telephone Support/Service	Points per Incident	Equates to Cost per Hour
Standard	9-5 8-hr response	Core hrs only on an 8-hr response	10	£85.00
Bronze	9-5 4-hr response	Core hrs only on a 4-hr response	15	£123.75
Silver	9-5 2-hr response	Core hrs only on a 2-hr response	20	£160.00
Gold	24x7 4-hr response	24x7 with a 4-hr response	25	£193.75
Platinum	24x7 2-hr response	24x7 with a 2-hr response	35	£262.50



Professional services/consultancy

Type	Role	Skills	Points per Day	Unit Cost per Day Based on £8.50 per Point	Points per Half-day	Additional Points per hr Overtime (Time & a half)
1	Senior Project Management	Programme management, project management, Prince2	110	£935.00	66	22
2	Project Manager	Project management, Prince2	100	£850.00	60	20
3	Senior Consultant	IT strategy, systems architecture, infrastructure reviews, technical roadmaps, high-level consultancy	120	£1,020.00	72	24
4	Design Consultant	Technical designs, workshops, documentation reviews	110	£935.00	66	22
5	Training Consultant	Technical training, handovers, systems documentation	100	£850.00	60	20
6	Consultant	Microsoft, HP, Dell, Cisco, systems infrastructure, unified communications, security, storage, mobility, deployments, upgrades	100	£850.00	60	20
7	Technical Specialist	Implementations, upgrades, installations, project fulfilment, resourcing	80	£680.00	48	16
8	Senior Engineer	Server support, network support, rollouts	65	£552.50	39	13
9	Desk-Side Engineer	End-user support, desktop support, network and server user administration	40	£340.00	24	8
10	Break-Fix/Installation Engineer	Hardware breakfix, rollouts, IMACS, repairs	30	£255.00	18	6

Hardware and software supported

Hardware: laptops, PCs, handhelds, servers, blades, storage, network devices, backup devices, printers, and other devices.

Hardware vendors: HP, Dell (inc. EqualLogic), IBM, Cisco, 3Com, EMC, NetApp, Acer, Fujitsu, Lexmark, Oki, Quantum, Sun, others.

Microsoft: Desktop OS, Exchange, Forefront Suite (Forefront Client/Server Security, IAG, ISA, UAG, UTM), Hyper-V, ISA 2004, MOM, Office, Server, SharePoint (MOSS), SMS, Softgrid, SQL, System Center, Virtual Machine Management.

Other software: Adobe, Apple, CA, Desktop Apps, Google, Linux, Network Associates, Sun, Symantec, Yahoo.

Solutions: Check Point, Cisco, Citrix, CommVault, DataCore, Dialogic, DoubleTake, EMC, Evidian, HP Software, IBM, Juniper, Mimecast, NetApp, Nortel, Overland, Packeteer, PlateSpin, Quantum (Adic), Quest, Riverbed, RSA, Sun, Swivel, Symantec, Vizioncore, VMware, Workshare.



To learn more about Eurodata, visit
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