

Bank of Days Support

What is Bank of Days Support?

- ◆ The bank of days support solution is quite simply purchasing engineering days in advance which can be used as full days or in 15 minute increments. The days belong to you and can be used in any way you require. As you pay in advance, these days are discounted and with each bank of 5 days you automatically get one free day.

Is Bank of Days Support a good solution?

- ◆ Smaller organisations often do not get adequate support as traditional support contracts are too expensive and involved to suit their modest needs. They are often forced to get support on demand which is not only supplied by companies with limited resources but also results in unexpected expenditure. The benefit of the Bank of Days Support solution is that you have an entire company specialising in IT backing up or replacing your IT department.

Larger organisations still have ad hoc needs for projects and support which will not be covered under their support contract or their staff don't have the necessary time and skills to carry out the work. These companies find it invaluable to be able to save money buying a bank of days as not only is it cheaper but it also saves on administration time and allows for medium term financial planning.

Why use Redblade Ltd?

- ◆ Entrusting your IT infrastructure into the hands of an IT Technical Services company has an effect on how your network performs. As a result, you need an experienced, reputable company that can meet the specific needs of your organisation. Redblade provides the skills, expertise, processes, tools and methodologies needed to manage your business environment.

As well as our Bank of Days Support options, we are also able to provide Proactive and Maintenance Support for companies that require a more comprehensive support solution or where having an SLA is critical.

How does it work?

- ◆ Purchase a bank of standard or advance days based on the type of services you require, combinations are available.
- ◆ Days are bought in bands of 5 + (1 Free Day), 10 + (2 Free Days) or 15 + (3 Free Days).
- ◆ Time is deducted in 15 minute increments
- ◆ A full day is taken to be 9:00 am to 5:30 pm including 1 hour for lunch
- ◆ After hours work is charged at time and half, Sundays and public holidays at double time (1/2 hour increments, min 1 hr)
- ◆ Where travel for a call out is necessary within Zone 1-4 in London, travel is included.
- ◆ Monthly reports of time used are sent to keep you apprised of your remaining time available and also show what the time is being used for
- ◆ Bank of Days carry no SLA

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Options

Standard

- ◆ 1st/2nd/3rd Line Support
- ◆ Remote Access Support
- ◆ On-Site Support
- ◆ Fault Diagnosis
- ◆ Telephone Support
- ◆ System Diagnosis
- ◆ Software/Hardware Installation (Server/Desktop Installation)

Advanced

- ◆ Standard Services plus
 - ◆ 4th Line Support
 - ◆ Switch/Firewall Installation Support & Configuration
 - ◆ Project Design and Implementation
 - ◆ Consultancy
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Conclusion

The Advantages of the Bank of Days Support Solution

- ◆ You save money paying discounted rates
- ◆ You have access to the resources normally only available to large organisations
- ◆ Budgeting for the medium term is possible
- ◆ It's an easy way to supplement your traditional support contract with days for projects, consultation or simple installation days

About Redblade Ltd

Redblade is a Managed Services company offering a number of services including:

- ◆ Managed Hosted Solutions
- ◆ IT Support Solutions
- ◆ Network Services
- ◆ Managed Firewall Solutions
- ◆ Online Backup Services
- ◆ IT Technical Services

Redblade has the knowledge and necessary skills to provide a service which is unrivaled, as we aim to exceed your expectations. We aspire to have continued growth in our company with integrity and determination, we look forward to building a mutually beneficial relationship with you as our client.

The logo for Redblade Ltd features the word "redblade" in a bold, lowercase, sans-serif font. The letters are white with a subtle red shadow or outline. The logo is positioned over a large, semi-transparent red star shape that points downwards.

Our goal is to provide fast, reliable and easily accessible networking solutions to small, medium and large enterprises by supplying Managed Services.