

4SIGHT COMMUNICATIONS PROFESSIONAL SERVICES

ENGINEERING RATES

JANUARY 2019



4SIGHT COMMUNICATIONS LTD
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PROFESSIONAL SERVICES

THE PROCESS EXPLAINED

4Sight uses a tried and tested four-step approach which combines proven methodologies with our unrivalled experience of delivering bespoke communications solutions:



DO IT WELL, DO IT ONCE!

SALES AND DESIGN

Delivered by your Account Manager and Solution Architect this step will focus on the client requirements through the understanding and design of solution options within a commercial range that is acceptable to all parties. Dependant on the project type and complexity an estimation or quotation will be issued with a scope document that defines the key deliverables. This step is offered without charge and without obligation as we recognise the value and importance of exploring options and opportunity.

PREPARATION AND PLANNING

Preparation and planning is the most important part of the chargeable project cycle. With each solution being bespoke designed to deliver the required range of functionality within each client's unique IT and operational environment. The implementation phase of any project represents the highest level of risk and it is always our aim to reduce the unknowns and risks through being better prepared.

PROJECT PREPARATION AND DOCUMENTATION:

Delivered by a Senior Project Engineers allocated to lead the engineering delivery of the client project. This process may require onsite investigation or meetings as well as remote access to any relevant platforms and information.

PROJECT ADMINISTRATION AND COORDINATION:

Delivered by our inhouse project management team this valuable service offers our clients the knowledge and support of a dedicated project owner within 4Sight, who will coordinate and communicate with all key stakeholders and suppliers through to the successful conclusion of the project. This is designated as a remote only service that is managed through telephone, email and conference bridge communications.

PROJECT MANAGEMENT:

Delivered by our Solution Architects working alongside our inhouse project management team, the Project Management option is offered where clients and/or the solution type require a formal process of documentation, meetings and change control through the planning, implementation and post implementation phases of the project.

PROFESSIONAL SERVICES PRICE BOOK

PREPARATION AND PLANNING

| SERVICE TYPE: | 4 HRS | 8 HRS | STANDARD /OOH |
|---|--------------|--------------|--------------------------|
| MONDAY TO FRIDAY 9:00 - 18:00 | 4 hrs | 8 hrs | Standard per hour |
| PROJECT PREPARATION AND DOCUMENTATION | £425.00 | £750.00 | £125.00 |
| PROJECT ADMINISTRATION AND COORDINATION | £350.00 | £600.00 | £100.00 |
| PROJECT MANAGEMENT | £500.00 | £800.00 | N/A |
| MONDAY TO FRIDAY 18:00 - 22:00 | 4 hrs | 8 hrs | OOH per hour |
| PROJECT PREPARATION AND DOCUMENTATION | £500.00 | £800.00 | £150.00 |
| PROJECT ADMINISTRATION AND COORDINATION | £400.00 | £700.00 | £125.00 |
| PROJECT MANAGEMENT | £600.00 | £1,000.00 | N/A |
| SATURDAY/SUNDAY/BANK HOLIDAY 09:00 - 21:00 | 4 hrs | 8 hrs | OOH per hour |
| PROJECT PREPARATION AND DOCUMENTATION | £600.00 | £900.00 | N/A |
| PROJECT ADMINISTRATION AND COORDINATION | £550.00 | £850.00 | N/A |
| PROJECT MANAGEMENT | £800.00 | £1,200.00 | N/A |

NOTES:

TRAVEL - Whilst the technology we deploy has evolved to allow us the option to provide a lot more services on a remote basis, there are still many scenarios that demand an onsite engineering presence during the preparation, implementation and post implementation. Our foot print of operation is very wide and whilst we have a good dispersal of resources the types and availability of these resources often require us to make long journeys. To cater for this we have made some provision within our tariffs that will offset these costs in many scenarios. However this will not always be the case and the operational team may require some additional provision be made for travel time and costs.

PLANE: All plane travel is rechargeable to the client at the rate purchased + £50 Administration unless a waiver is issued by a director in writing.

HOTELS: Where required all hotel overnight costs are a £200 fixed rate to the client - This includes accommodation and subsistence.

PROFESSIONAL SERVICES PRICE BOOK

| SERVICE TYPE: | 4 HRS | 8 HRS | STANDARD /OOH |
|---|--------------|--------------|--------------------------|
| MONDAY TO FRIDAY 9:00 - 18:00 | 4 hrs | 8 hrs | Standard per hour |
| APPLICATION ENGINEER (REMOTE) | £425.00 | £700.00 | £125.00 |
| APPLICATION ENGINEER (ONSITE) | £475.00 | £750.00 | N/A |
| PER ADDITIONAL HOUR | | | £125.00 |
| MONDAY TO FRIDAY 18:00 - 22:00 | 4 hrs | 8 hrs | OOH per hour |
| APPLICATION ENGINEER (REMOTE) | £500.00 | £800.00 | £150.00 |
| APPLICATION ENGINEER (ONSITE) | £700.00 | £1,000.00 | N/A |
| PER ADDITIONAL HOUR | | | £150.00 |
| MONDAY TO FRIDAY 22:00 - 9:00 | 4 hrs | 8 hrs | OOH per hour |
| APPLICATION ENGINEER (REMOTE) | £700.00 | £1,000.00 | N/A |
| APPLICATION ENGINEER (ONSITE) | £900.00 | £1,200.00 | N/A |
| PER ADDITIONAL HOUR | | | £150.00 |
| SATURDAY/SUNDAY/BANK HOLIDAY 09:00 - 18:00 | 4 hrs | 8 hrs | OOH per hour |
| APPLICATION ENGINEER (REMOTE) | £600.00 | £900.00 | £150.00 |
| APPLICATION ENGINEER (ONSITE) | N/A | £1,100.00 | N/A |
| PER ADDITIONAL HOUR | | | £150.00 |

NOTES:

1: Standardised Application onsite Engineering Rate. The Per Hour rate is a chargeable rate per hour for additional time over and above the 4 or 8 hour period. This CANNOT be used as a per hour rate on its own OOH.

2: OOH Remote engineering may be quoted with the prior agreement of the engineer who will complete the work and agreement from the client they will pay a minimum of 2 hours + any overrun rounded up to the next hour.

PROFESSIONAL SERVICES PROMOTIONS

ACCELERATE (4SIGHT INTERNALLY DELIVERED PROFESSIONAL SERVICES ONLY)

| DESCRIPTION | DISCOUNT % | QUALIFICATION | OFFER VALID PERIOD |
|-------------|------------|---|---------------------------------|
| 1-4 DAYS | 0% | Aggregated amounts equal to or less than this do not qualify for discount | N/A |
| 5-10 DAYS | 10% | This discount can be backward applied to include all days sold | 90 Days from Support Start Date |
| 11-20 DAYS | 15% | This discount can be backward applied to include all days sold | 90 Days from Support Start Date |
| 21 + DAYS | 20% | This discount can be backward applied to include all days sold | 90 Days from Support Start Date |

MAC BUNDLES (4SIGHT INTERNALLY SUPPLIED REMOTE MAC WORK ONLY)

| BUNDLE | COST | BUNDLE DESCRIPTION 1 EFFORT=1MINUTE | OFFER QUALIFICATION |
|--------------------|---------|---|------------------------|
| ENTRY BUNDLE | £1,700 | 960 Effort Credits (16 Hours). Representative 15% discount compared to buying per hour. | Valid Support Contract |
| SMALL BUNDLE | £3,200 | 1920 Effort Credits (32 Hours). Representative 20% discount compared to buying per hour. | Valid Support Contract |
| MEDIUM BUNDLE | £9,000 | 5760 Effort Credits (96 Hours). Representative 25% discount compared to buying per hour. | Valid Support Contract |
| LARGE BUNDLE | £16,800 | 11520 Effort Credits (192 Hours). Representative 30% discount compared to buying per hour. | Valid Support Contract |
| EXTRA LARGE BUNDLE | £31,200 | 23040 Effort Credits (384 Hours). Representative 35% discount compared to buying per hour. | Valid Support Contract |

Bundles are sold and measured in effort values (1 = 1 minute). An effort value is recorded on our ticketing platform and this will include "total effort". This means all qualification, chasing and follow up time, as well as the time taken to complete the requested task. So the more accurate the request and responsive the client the better the value gets. PLEASE NOTE that all discounts are calculated assuming the standard hourly remote engineering rate of £125 per hour.