



Unparalleled IT management

# Block hours

## Pay-as-you-go IT support



- ✓ No minimum or maximum usage or expiry
- ✓ Time consumption auto-recorded by the minute
- ✓ Easy to use support ticket logging system
- ✓ Responsive, friendly and capable team



# Introduction

## Stay in control of costs

Our block hours scheme is a pay-as-you-go IT support helpdesk.

We like to keep things simple. It's the same friendly, responsive and capable support that all of our clients enjoy, but with no ongoing commitment, no minimum spend, and no expiry.

You can top up directly from our website, and your time is used up either when you get in touch with our support teams, or if something that requires attention is picked up by our monitoring systems proactively.

Block hours includes both onsite and remote support.



# Why choose block hours?

You want a try out our services before committing

It might work better for your budgeting

You need extra support to fill in gaps in availability and skill sets

You don't want a long term commitment

You want to be in control of your costs

## How does it work?



# Logging a ticket

When you need helpdesk support, get in touch by calling (01483) 413360, emailing your account manager, or via our website at [www.lansupport.co.uk](http://www.lansupport.co.uk).

When you contact us with an IT issue, it will be logged as a ticket on our software under one of four categories:

## Service Request

A request for information, advice, access to an IT service or a standard change. These requests are usually handled by the service desk.

*This is the most common type of ticket*

## Incident

An unplanned interruption to an IT service or a reduction in the quality of an IT service. Failure of a configuration item that has not yet impacted service is also an incident.

## Problem

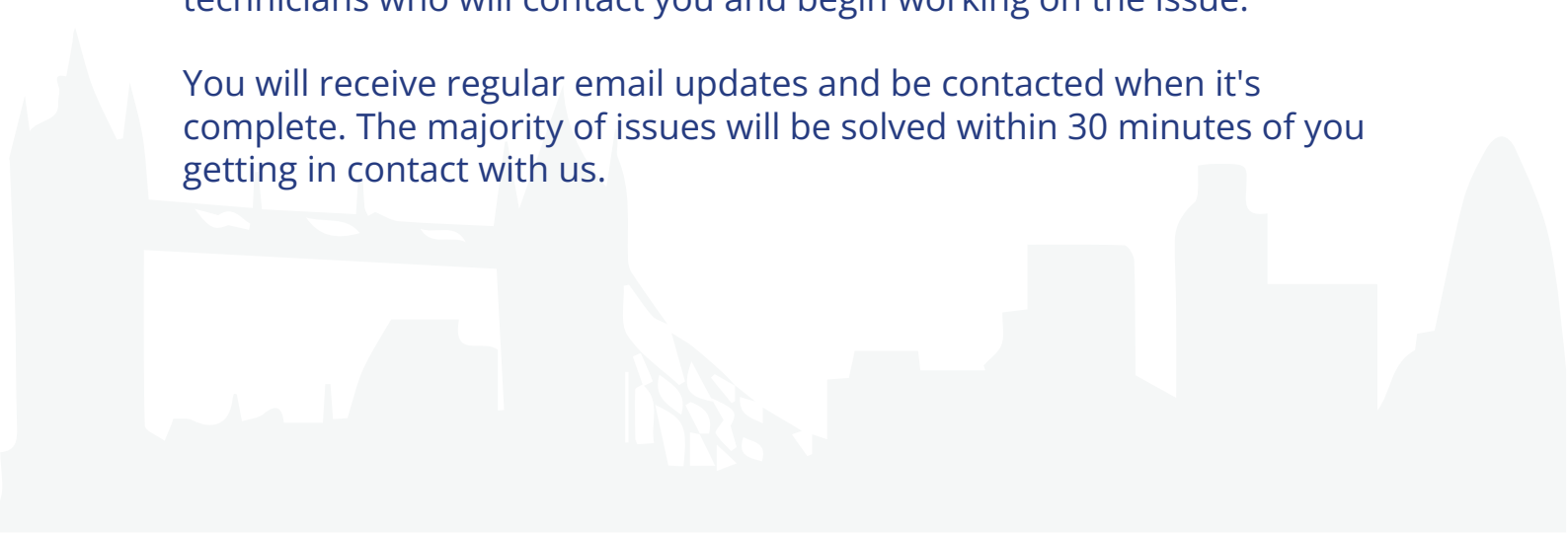
A problem is the cause of one or more incidents. The cause is usually unknown and will require further investigation.

## Change request

A ticket describing a change that might resolve one or more problems or incidents. This type of change may require approval by other members of your organisation.

Once a ticket has been logged it will be sent straight to one of our technicians who will contact you and begin working on the issue.

You will receive regular email updates and be contacted when it's complete. The majority of issues will be solved within 30 minutes of you getting in contact with us.



# Ticket resolution procedure

Block hours allow quick and easy access to UK based human service helpdesk so you can resolve any issues quickly and get back to productivity as soon as possible. If we can't resolve your issue remotely, we'll arrange an onsite visit.

Below are the steps that you can expect when you reach out for help to resolve an issue:



# How much does it cost?

The more hours you purchase, the cheaper the hourly cost will be. Use the table below to consider the best package for your organisation.

Hours	Minutes	Per hour	Total
3	180	£85	£255
5	300	£80	£400
10	600	£75	£750
15	900	£70	£1,050
25	1500	£65	£1,625
50	3000	£60	£3,000
100	6000	£55	£5,500

To help you get a better idea of what costs are likely to be, we've included an example of costs for a typical month based on an organisation that purchased 100 block hours.

Issue	Time	Cost
Password reset	5 mins	£4.58
Lost access to emails	15 mins	£13.75
Printer connectivity	12 mins	£11.00
Email restoration	10 mins	£9.16
New user setup	30 mins	£27.50

Minimum time per ticket is 5 mins, all prices are excluding VAT. If you would like to discuss your options in further detail, please book a FREE consultation on our website or call (01483) 413360

# Frequently asked questions

**Q:** Are block hours more expensive than the helpdesk service in a standard plan?

**A:** Sometimes. The average person uses approx 30 minutes each month. It depends how much you use the helpdesk.

**Q:** Do I have a set time to use my minutes?

**A:** No! Your helpdesk minutes will remain in your account forever until used.

**Q:** When can I use this helpdesk service?

**A:** Your helpdesk will be open to you between 8:00 and 18:00 Monday to Friday.

**Q:** What happens when I run out of time?

**A:** By default, you will auto repurchase minutes when you have less than 10% of your time remaining.

**Q:** How do I know how much time I have left?

**A:** After each ticket is completed, you get an email showing the time consumed and your balance.

**Q:** How long do tickets take to complete?

**A:** Depending on the issue or request, tickets can take from as little as 5 minutes to a couple of hours.

**Q:** Can I use my hours for onsite work?

**A:** Yes, onsite visits are charged at 1.25 times the standard rate.

# Additional Resources

## Account manager

When you start with us you will be assigned an account manager. They are your first point of contact for questions or problems. Your account manager will be in regular contact to make sure you're happy with your service.



As an Account Manager, It's my job to build strong relationships between our team and our clients.

My goal is to make sure that you're at fully satisfied with our service and hopefully delighted with it, and making full use of your services!

I'm ready to assist you whenever an issue occurs, any requests you might have, or just to give advice and support. I can help with procuring hardware and answer any questions about your account.

*Holly Hackney - Account manager*

## Monthly newsletter and website resources

Stay updated on the latest cybersecurity threats, hot topics in tech, news, offers, tips, guides, and more.

Our website is kept up-to-date with helpful and interesting articles and blogs. Fans can follow us on LinkedIn, YouTube, Twitter or Facebook for even more!



If you're looking for a professional IT partner to work with on an ad-hoc basis, we'd love to hear from you. Give us a call or drop us an email with any questions or to get started.

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