



Information Technology IT Block Time Support Services

Prepared for:

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Executive Summary

Icetech is a provider of professional **Web Design, Web Hosting and IT Support, and Consultant Services** with a 16 year track record

Icetech has a proven track record with providing microcomputers, peripherals, web-centric solutions and associated technology support services. Icetech provides information technology services on multiple vendor platforms across desktops and WAN/LAN network, and the world-wide-web. The service standard goals we aim for... ***Total customer satisfaction!***

Qualifications

Icetech is a cutting edge Information Technology firm, specializing in Web development, database, networks support, and development of advanced information systems. The company continues to provide high quality, cost-effective technical solutions and consulting to both government and commercial clients.

Network & Systems Consulting: Put a half-decade of networking and engineering experience to work for you. We offer a wide array of consulting services to meet your IT requirements. Whether you need simple purchase advice, extensive Web design and database management, we're here to help!

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Objectives and Scope.

Icetek's main objectives is to provide network support helpdesk, LAN, operating system and Directory Services, Anti- Spam support, Admin support, Backup systems, technical consulting to increasing stability, reducing administrative costs, and laying the foundation for directory-enabled applications.

Icetek assigned to the Block time Plan a site visit to gathering information about the current network infrastructure and interviewing project stakeholders. This on-site visit provided the information needed to analyze your business needs and to provide recommendations tailored to your unique environment.

Work Tasks

Icetek will perform the following tasks:

Provide Professional network support defined by this (SOW). Icetek will provide onsite block time support and a online Reporting Requirements: Icetek will provide progress statistics of the support time details.

About The Block of Time

Onsite Service Support maintenances cost

Based on our Block time support services



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Here how it works, when a call is placed, whether it is a PC/Printer repair or Network Issues the block time will be deducted.

The Block of Time is a cost effective plan with which you can take care of all of your office computing, networking, support and Internet web-design needs. The Block of Time that can be used for any of the services provided by Icetek Inc. It covers everything from planning and installation, to on-going support and Internet design work. It is a simple and flexible approach to obtaining professional computer services, no matter what you might need.

* Each on-site service call client will not be assessed travel charge with block time support.

Advantages

Unlike typical support contracts, the Block of Time can be applied toward a wide variety of services over an unspecified period of time. There is no "use it or lose it" deadline, nor are there any terms that limit its use to certain types of services or products. All of the services provided by Icetek Inc. can be billed against the Block of Time. If more time is needed than was initially contracted for, an additional Block of Time can be purchased at the same discounted rate.

Time is accurately tracked for each use of the Block of Time, and you can view the statement online by login to the support site and you will receive a statement for each support activity, indicating the type of service performed, the amount of time used, and the time remaining under the current contract.

Cost Proposal Block Time Plan

Is a service agreement based on a minimum of hours for one year Network / desktop support!

A Flat rate of **\$XXX per hour**, with a dedicated technician trainer will be assigned

[Buying a block of time. You save 20% or more off our hourly rate.](#)

If Block time runs out, you can add more blocks when needed.

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