



Service Subscription Overview

A traditional Service Contract is generally for a specific number of hours per month of computer maintenance and consulting services. In return for this commitment there is generally a reduction in the hourly rate. The number of hours per month is arrived at on a case by case basis, dependent on the individual needs of the client.

The trouble with this arrangement is that unexpected repairs or services in a given month can exceed the contracted amount. This means that you become liable for the extra cost in the month in which it occurs. Conversely, you may not require all the hours that you have contracted for in a given month, thereby losing those hours.

The Byte Dr. Inc. has created an innovative new approach to this problem. Our Service Subscription is based on an annual rather than a monthly requirement. We understand that breakdowns don't follow nicely planned schedules, so you can use as many or as few hours in a given month as you require, up to the maximum value of your annual subscription, without penalty.

You know you have special projects planned for this year, but you don't have a schedule yet. That's OK. Include a block of hours for them and then use them when you firm up your schedule. We still give you a break on the hourly rate and include many of the extras we provide for our traditional Service Contract customers. Each month you get an update indicating the number of hours consumed to date and the amount remaining on your subscription.

Realistically, most computer environments have a requirement for regularly scheduled services and will have unscheduled breakdowns or unanticipated needs that can't easily be scheduled. Using our subscription, you can handle both situations effectively. Block the hours for regularly scheduled maintenance and then add a 'floating' component for unanticipated needs. For instance, a mid size organization has scheduled maintenance requirements of 10 hours per month. That is 120 hours per year. Based on past history, they add a floater block of 30 hours for breakdowns and special projects. That is a total of 150 hours. At \$100.00 per hour their monthly consumption and cash flow might look something like this:

Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
8	12	23	8	9	14	10	10	31	10	10	5	150
Average Monthly Expense												
1250	1250	1250	1250	1250	1250	1250	1250	1250	1250	1250	1250	\$15,000
Monthly Cash Flow with Traditional Service Contract for 150 hours (12.5 hrs/mth)												
1250	1250	2300	1250	1250	1400	1250	1250	3100	1250	1700	1250	\$18,500
Average Monthly Expense (rounded to nearest dollar)												
1542	1542	1542	1542	1542	1542	1542	1542	1542	1542	1542	1542	
Average Savings / Month												
292	292	292	292	292	292	292	292	292	292	292	292	\$ 3,500

That's a savings of \$ 3,500.00 for the same number of hours!

If you run into an unexpected emergency that consumes all your hours, no problem! Simply start a new subscription from that date. Remember, the subscription is designed to ensure that you get all the hours of service that you pay for. If you aren't consuming your hours on a pace to use them up in the current year, we will contact you and advise you. Together we can determine how to best use the remaining service hours to enhance your computing environment and ensure you get full value for your purchase.

To book an appointment to discuss your needs, contact us by phone or e-mail below.