

### MAINTENANCE PACKAGES

Please use this matrix as a guide to calculate the approximate cost of an annual maintenance agreement -

Number of machines	1-2 Cost per annum	3-7 Cost per annum	7+ Cost per annum
<b>On demand support</b>  If we have an engineer available we will try our best to help. All parts, remote desktop support, call outs, service time are charged at Nexus standard rates (see rate chart).	-	-	-
<b>Telephone / remote support</b>  Includes telephone, email and remote desktop support with an 8 hour on site response. All parts, call outs, service time are charged at Nexus standard rates (see rate chart).	£150.00 per workstation  approx. £2000.00 per server	£125.00 per workstation	£100.00 per workstation
<b>Full Workstation support</b>  Includes parts, call out charges, service time, telephone /email / remote desktop support with an 8 hour on site response and anticipated 16 working hour fix with loan equipment if required.	£475.00 per workstation includes basic peripherals and standard display	£395.00 per workstation includes basic peripherals and standard display	£350.00 per workstation includes basic peripherals and standard display
<b>Full server support</b>  Includes parts, call out charges, service time, telephone /email / remote desktop support with an 8 hour on site response and anticipated 16 working hour fix with loan equipment if required.	approx. £2750.00 per server	PLEASE CALL	PLEASE CALL

**Please call 024 7622 3865 or email [sales@nexusgraphics.co.uk](mailto:sales@nexusgraphics.co.uk) for a formal quotation.**

Example of how to use matrix - your company has 5 workstations mac or pc and one server and would like a full maintenance agreement. The cost will be 5 x £395.00 plus 1x £2750.00 = £4725.00 per annum or £393.75 per month.

Please use this matrix as a guide as these costs do not include supporting networks, routers, printers and prices may vary depending on peripherals, specification, amount of users and location.

Nexus Graphic Systems maintenance agreements are paid for monthly or annually in advance.

Prices are subject to change without notice. Subject to Nexus terms & conditions. E&O.

**All prices exclude VAT.**

