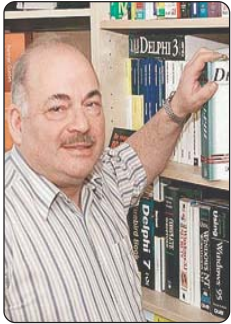


our principal



The GEP Consultancy is headed by Gerry Pelosi MIAP. Gerry is a professional IT practitioner with multiple business skills, extensive technical know how, and a great deal of management expertise.

Thirty years in the work place has resulted in Gerry accumulating a wide range of practical experience and knowledge across a broad variety of subjects. His particular fields of expertise include:

hardware

RS6000, PCs, peripherals and networking equipment

operating systems

IBM AIX, Novell NetWare, MS Windows (desktop and server, all versions) and DOS

programming languages

ObjectPAL, VBA, Delphi and C++

business fields

General management, printing, desk top publishing, accountancy, marine survey, pensions and annuities

Your point of contact within the Consultancy is Gerry Pelosi — your access to business solutions based on real knowledge and understanding of systems, both hardware and software. Gerry also supervises the day to day support operations of the Consultancy, and leads the teams which work on the larger scale projects.

professional affiliations

Gerry Pelosi is a member of the Professional Contractors Group (PCG), the UK Borland User Group (UK BUG) and The Trust Group.

The PCG was formed in May 1999 as a pressure group, and is now the recognised representative body for knowledge based independent contractors and consultancies. The aim of UK BUG is to provide expert support and technical seminars for users of Borland tools and utilities.

Both organisations maintain databases of members and their skills. When the need arises, the GEP Consultancy utilises these databases to source specialist knowledge not available in house.

The Trust Group is a UK wide network of many hundreds of ICT professionals. Organisations engaging the GEP Consultancy have the confidence of knowing that the full support of The Trust Group is available to provide any additional expertise and information required.

code of conduct

The GEP Consultancy adheres to the Codes of Conduct published by the Institution of Analysts & Programmers (IAP) and the British Computer Society (BCS).

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support
services

helping you
make IT work

gепconsultancy
it consultants and
software engineers

what is support

Support means we use our knowledge and expertise to help you to get the best from your equipment and applications. We provide support for hardware, operating system, software and peripherals. From making the hardware work to showing you how to use special features of your business software, we will keep you working profitably and productively. We are here to help — all you have to do is contact us and ask.

support method

Support can be provided on site, off site, by telephone, by remote access and control, or by a combination of methods. The method used will depend on the circumstances, and also the supply type you have chosen.

On site support gives you real hand holding and help. It is the most expensive form of support, but you need to balance that against the time spent using other means. On site support will normally attract an additional charge, to cover travel time and mileage, for each visit.

Some problems can be solved off site. Telephone support can be useful when you need a quick answer to a question of the 'how do I do this' type. In some cases we can also diagnose faults and give telephone instructions to fix them.

Another method of providing support in certain circumstances is remote access and control. This must be pre planned as it involves the installation and configuration of software and communications devices. Remote access means can be analogue or digital telephone, or cable. The support technician initiates a connection when you request service, creating a link to the affected PC or server, which can then be controlled at distance.

supply type

Support services can be supplied either as 'on demand' or 'contract'. The differences between the two options are explained below.

on demand

when required by the client

- no guaranteed response times

- charge rates are higher to reflect ad hoc arrangement

- cannot be used for remote access

- specific payment terms may apply

contract

contracted for not less than 6 months and subject to a monthly prepaid minimum charge by standing order

- guaranteed incident response times

- discounted charge rates

- includes an amount of prepaid time each month

- additional charges in excess of monthly allowance invoiced weekly

charge rates

Rates, time blocks, increments and minimums applicable to the charge components listed are published separately. They are subject to variation from time to time.

charge components

Support charges are based on time and materials, with additional components depending on the type of support involved. These are detailed on the next page.

on site

site visit charge

- covers attendance travel and time, and is based on distance from the support centre

- normally charged for each visit to the site and not per incident

hourly rate

- applies to all time on site

- charged in time blocks with a minimum charge per visit

telephone support

hourly rate

- applies for all time logged during the incident whether on or off the telephone

- charged in time blocks with a minimum charge depending on the supply type

remote access support

setup charge

- one off to cover installation and configuration of remote software

hourly rate

- as telephone support

contract prepaid charge

- a monthly charge applicable to each location covered

- amount depends on number and type of systems installed