

## Time Allocation Contracts

Eurotech's Time Allocation (TA) Contracts enable business customers of all sizes and types to benefit from an "on call" team of experienced and highly skilled IT Systems Engineers or Data Management specialists, without having to take on the costs and risks of employing those resources in-house. Under the terms of a TA, Eurotech can provide these resources to help with anything from implementing an end-to-end IT solution, delivering a specific project or just to provide on-going support on an as-needed basis.

We've designed our TA contracts to provide you with a flexible, pre-paid, call-off system, allowing you direct and rapid access to a vast array of skills. TA contracts are purchased on a fixed price "hours per month" basis, with any unused hours rolling over to the following month\*. The available hours can be used for any of the skills Eurotech provides.

### Services Covered by the TA Contract

- Solutions design and planning
- Full systems installation, maintenance and support
- IT systems management and configuration assistance
- Certified engineers for Windows/Linux/Unix systems support
- Assistance during periods of heavy work load, holidays, sickness or routine upgrades
- Cloud Readiness Assessment, Systems Health Assessment or Full Audit
- Hardware repair (outside of manufacturer warranty)
- Support and best practices advice in using major applications and databases e.g. Exchange, SQL server, Horizon View, vCentre, Landmark Openworks, Schlumberger GeoFrame, Recall, SMT-Kingdom etc.
- Extended support of all vendor solutions including IBM, Nutanix, Avere Systems, Tintri, HP, Panasas, Dell, SpectraLogic, VMWare and Microsoft
- Project Management

### TA Contract Highlights

- Starting from £400/month (4 hours) over a 1 year term
- Remote and/or on-site support available
- Single point of contact at Eurotech guaranteed for site familiarity and operational efficiency
- Customer ticketing and reporting
- Operates during core business hours Monday to Friday
- Unused hours roll over for a maximum of 3 months\*

For more information and options, please contact us:

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**Eurotech Strategic**

**Technology Partners:**



**NUTANIX**



**vmware**

**A V E R E**



**Microsoft** Partner



Preferred Partner



**ARISTA**