



Web Application Support



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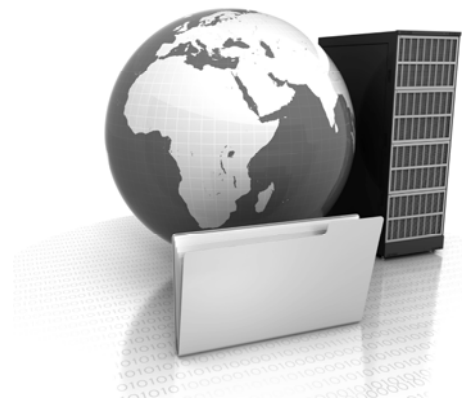
What is a Web Application Support Agreement?

A Web Application Agreement is a contract with an agreement for us to maintain and support your web applications and make any system changes, big fixes or updates you've requested. This covers everything from changing a single word to rebuilding functionality to contend with business changes.

How would my company benefit from a Web Application Support Agreement?

With ever-increasing demands for businesses to have modern, functional and user friendly applications and the growing costs of employing in-house web developers and system programmers, we at Random Digit believe we can offer a cost effective alternative to this expensive scenario.

Our team of motivated industry professionals, many from contracting backgrounds, are experienced and used to working on all types of server configurations from differing industry sectors. We have the expertise to cover all industry technologies currently in use and our commitment to ongoing training in the latest techniques and technologies helps keep us ahead of our game and provide you with a service that's second to none.



What expectations should we have?

Expectations are sometimes hard to define, but we believe they should be clear and simple at all times. You can expect that change requests will be answered and scheduled within 2 hours. Any emergency can be actioned by our 24/7 support team and scheduled for immediate attention.

I'm sure you'll agree that's a response time you'll find hard to beat even with your own dedicated team. Please remember to call us if you have less demanding requirements as we can always tailor our agreements to suit your needs.



How does it work?

You simply email us your changes and the required deadline; we schedule your work and acknowledge your request within two hours. Once the work is complete we'll contact you. You check the work and sign it off. We deduct the time from your contracted monthly maintenance hours allowance (in 15 minute blocks).

Any unused monthly maintenance hours allowance will be carried forward to the following month (for a maximum of two months).



What will it cost us?

Due to the complexity of individual businesses systems its not practical to detail prices, but for a simple example we charge £400 per month for a Microsoft C# web application with 40 users distributed around the world requiring 24/7 monitoring and support. This covers 5 hours of support which is generally enough to contend with problems occurring from Windows updates, SQL Server indexing problems and allows time to apply patches to bug if they arise or create new ad-hoc reports as needed.



Hours used outside normal office hours or over your monthly allowance are deducted at time and a half.

You may increase the number of hours on an agreement at any time but only reduce it after three months. If you know ahead of time that you will require additional resource within a month we can increase your support cover for that single month. This allows you to plan and utilize our resource in the most flexible of ways.

How do I find out more?

Give us a call on 0800 0 148 504, or email our sales team at sales@randomdigit.net so we can arrange a convenient time to discuss your requirements.

