



ON DEMAND
IT SOLUTIONS

1300 77 1800
(03) 8683 8554
info@odits.com.au
www.odits.com.au

Service Contracts – Summary

On Demand IT Solutions offer flexible service contracts that can contain some or all of the following services for your consideration.

On-Site IT Support:

To provide face to face interaction to problem solve, teach and in all cases support the requirements of staff and their technology.

Remote IT Assistance:

Live trouble shooting and problem solving via remote control and telephone correspondence.

Telephone Support:

Telephone assisted troubleshooting and problem solving.

Emergency On-Call Support:

Providing 24/7 emergency IT support services. For times outside of standard business hours and priority IT support consisting of telephone, remote assisted and on-site support.

All service contracts outlined in the following documentation follow a monthly cycle. Included value in the packages does not carry over to successive months.



ON DEMAND
IT SOLUTIONS

1300 77 1800
(03) 8683 8554
info@odits.com.au
www.odits.com.au

On Demand Light – \$415.00 per month

Suited for Small Office and Home Office businesses.

Included in package:

4 hours of Standard On-Site IT Support.

2 hours of Standard Telephone & Email Troubleshooting.

Additional hours are billed at our ad-hoc rate of \$100/hr

On Demand Complete – \$975.00 per month

Suited to the standard Small to Medium Enterprise (SME)

Included in package:

8 hours of Standard On-Site IT Support.

2 hours of Standard Remote IT Assistance.

4 hours of Standard Telephone & Email Troubleshooting.

Additional hours are billed at the rate of \$90/hr

On Demand Premium – \$3400.00 per month

Suited to enterprise level businesses typically with round-the-clock operations.

Included in package:

20 hours of Premium On-Site IT Support.

6 hours of Premium Remote IT Assistance.

6 hours of Premium Telephone & Email Troubleshooting.

3 Emergency 24/7 On-Site Support call-outs[^]

Additional hours are billed at the rate of \$90/hr

[^]Emergency On-Site Support hours are billed at a rate of \$195/hr

Standard Telephone & Email Troubleshooting & Business On-Site IT Support:

Between 9:00am & 6:00pm, Monday – Friday

Premium Telephone & Email Troubleshooting & Premium On-Site IT Support:

Between 8:00am & 10:00pm, Monday – Friday