

*Cherokee Techniques, Inc.*

# SupportIT

## Sample Service Agreement

Device/Application	Cost/month	Hours Required by Device per Month (approx.)
Windows 2003 Server	\$275.00	2
Exchange Server 2003	\$110.00	2
Veritas BackupExec 10 (with Exchange & Open Files agents)	\$90.00	2
10-Node Network Structure	\$25.00	1
2 Network Printers	\$70.00	1
10 Desktop Computers	\$200.00	2
<b>Total</b>	<b>\$770.00</b>	<b>10 Hours</b>

Without a service agreement, our on-site rate is \$125.00/hour (plus travel time)

Without a service agreement, the same 10 hours would cost you \$1250.00 per month.

With a **SupportIT** agreement, you **save** \$180.00 per month, or **\$2160.00 per year**

### **Additional Discounts:**

If you decide to exceed your hours for the month, SupportIT clients are discounted to \$95.00/hour

SupportIT clients never pay travel time for additional hours

Payment for an entire year at contract signing discounts the total contract cost an additional 3%