



IT support packages

hours

hours per year

annual price

monthly price

Support package 10

Mapping of the current situation	10	120	€ 6,000	€ 500
Consultation & development suggestions				

Pro Support Package 15

Mapping of the current situation	10	180	€ 9,900	€ 825
Consultation & development suggestions				
2nd of support service 8.00 a.m. to 6.00 p.m.				

Pro Support Package 15

Mapping of the current situation	15	180	€ 9,900	€ 825
Consultation & development suggestions				
2nd of support service 8.00 a.m. to 6.00 p.m.			13 per user x 12	13 per user

Pro Support Package 26

Mapping of the current situation	26	312	€ 15,600	€ 1,300
Consultation & development suggestions				
2nd of support service 8.00 a.m. to 6.00 p.m.				

Pro Support Package 26 +

Mapping of the current situation	26	312	€ 15,600	€ 1,300
Consultation & development suggestions				
2nd of support service 8.00 a.m. to 6.00 p.m.			13 per user x 12	13 per user

Adv Support Package 15

Mapping of the current situation	15	180	€ 16,200	€ 1,350
Consultation & development suggestions				
2nd level of support service 24/7				
Technical support				
SLA max 2h				
Trainings for the main user and end users				

Adv Support Package 15 +

Mapping of the current situation	15	180	€ 16,200	€ 1,350
Consultation & development suggestions				
2nd level of support service 24/7				
Technical support				
SLA max 2h				
Trainings for the main user and end users				
User support service			10 per user x 12	10 per user

Adv Support Package 26

Mapping of the current situation	26	312	€ 21,840	€ 1,820
Consultation & development suggestions				
2nd level of support service 24/7				
Technical support				
SLA max 2h				
Trainings for the main user and end users				
Ignite pass				

Adv Support Package 26

Mapping of the current situation	26	312	€ 21,840	€ 1,820
Consultation & development suggestions				
2nd level of support service 24/7				
Technical support				
SLA max 2h				
Trainings for the main user and end users				
Ignite pass				
User support service	10 per user x 12	10 per user		

