Support services on Request (SSoR)

Your gateway to expand your IT team when needed

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As company's circumstances change continuously, so does the IT infrastructure needs to evolve. It can therefore be a challenge to keep a balance between maintaining your current infrastructure but also preparing for the future on aspects such as capacity, knowledge and many others.

By opting for Proximus SpearIT's Support Services on Request, **your company gains access to a world of expertise to help you tackle these challenges.** We facilitate increased support capacity based on customer demand, consistent knowledge sharing via the operations' practice, and guarantee a comprehensive handling.

What is Support Services on Request (SSoR)?

The Support Services on Request is a **retainer based service** that covers Proximus SpearIT's support services and therefore builds an **ideal addition to your maintenance contract or even standalone.**

A service request covers support requests which are not covered by a maintenance or managed service contract and provides support on a 'best effort' basis. These services may include troubleshooting, configuration or optimisation and installation.

Why would you need SSoR

Reduced administration and costs
SSoR is a retainer based service model which enables you to buy a credit bundle in a size that fits your company. These credits are valid for 1 year and services will be deducted from the balance without administration hassle. On top, depending on the size of your package, additional credits will be granted.

Follow up on costs
Receive a monthly status of your remaining balance or request an overview of executed tasks when needed.

Increased productivity and scalability
In need for a change or to scale your environment, with SSoR you can act quicker by skipping the financial flow and falling back on your available credits.

Improved customer responsiveness
Gain access to Proximus SpearIT's expertise to provide technical help on your support request based on 'best effort'.

Easy and simple rate definitions
Based on the bundle you select, additional credits will be awarded as a benefit. Depending on your request Proximus SpearIT will select the right profile on which the ongoing rates will be applied.

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How does SSoR work?

Support Services on Request is an assistance contract with an easy to understand pricing system offering an extensive set of services.

Prices are defined per support level and based on the current rates. When a request is made, Proximus SpearIT will evaluate the request, taking the required knowledge and competence level into account for optimal support.

The SSoR contract is a **preferential, remote first service** whereby Proximus SpearIT warrants **availability of required competence levels on 'best effort'. The service assistance may include telephone or mail support.** After business hours or holidays, support is available if planned but subject to surcharge.

Calling on Proximus SpearIT to provide the services is easy, and **does not require any additional administration** from the customer side. Once an intake is done, a request will be evaluated for the right resources, planned and executed either remote or if strictly needed onsite. Once done the cost will be deducted from the balance and a reporting will be available on request.

Basic 2,5 K
Buy 2500 credits

Medium 5 K
Buy 5000 credits and receive 5125 credits

Large 10 K
Buy 10000 credits and receive 10500 credits

XL 15 K
Buy 15000 credits and receive 16125 credits

Cost structure

	Remote support	On-site support
Travel fee per intervention	NA	150 EUR

Gain access to our Proximus SpearIT experts to help you when needed.

Step 1
Get in touch with our sales contacts

>

Step 2
Select the bundle that fits your needs

>

Step 3
Launch your support request

Contact our sales team on:

+32 (0)2 207 30 89 (Dutch)
+32 (0)2 207 30 88 (French)

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How will a support request look like?

1 **Create case:** Contact the Service Desk at **+32 (0)2 207 30 80.**

2 **Analysis:** We review and plan your case.

3 **Management:** We select for you the right knowledge and competence level.

4 **Implementation:** Remote or on-site implementation of the works by our technicians.

5 **Reporting:** Upon request, you receive a summary of hours worked and travel expenses.

6 **Administration:** You will receive your monthly balance and a notification when your bundle is due for renewal.