



**GOING ABOVE AND
BEYOND FOR YOU.**

Smart Hands
Professional Services



PROFESSIONAL SERVICES



Kuiper Technology offer Remote Engineer Credits (telephone, email & remote access) for organisations who want a multi-vendor support service that is designed to be a virtual extension of your own IT team, without the long-term commitment of a fully managed service desk.

With Remote Engineer Credits, you pre-purchase support units by the hour, with a minimum investment of 10 units. Each service desk ticket is then consumed in 30-minute increments. You can use them as much as is required until the allocation of credits has been exhausted or within 12 months of the agreement start date.

Our Remote Engineer Credits have the same technical competencies as those listed in our technical skills matrix so you can be safe in the knowledge that just because you do not take out a service desk subscription, your service level and access to our knowledge base will not be affected.

This service is used to provide reactive technical assistance to organisations who find their internal IT support requires more in depth product knowledge in certain areas, or for when key internal IT staff are on holiday, maternity/paternity, illness or busy with other projects.

ENGINEER DAY RATES

Kuiper Technology are a technical services organisation with the infrastructure and logistics that deliver success, providing our clients with a unique approach to technical resourcing resulting in noticeable savings in time, money and valuable resources. We have a proven track record in delivering cost effective, flexible and bespoke technical support and consultancy.

You can outsource your entire IT support operation to Kuiper Technology with confidence as well as sourcing key personnel or even allow us to manage or deliver a specific technical project. This can be undertaken on a fixed contract price, variable contract terms or on a consultancy basis.

WHY CHOOSE SMART HANDS?



**IDEAL FOR
TRIAL PERIODS**



**CONTROLLED
BUDGETING**



**EXPERT SUPPORT
ON DEMAND**



**SCALABLE TO
LONG-TERM PARTNERSHIP**

REMOTE ENGINEER CREDITS - PRE-PAID IT SUPPORT

1 X CREDIT
(1 Hour)

£100

MINIMUM INVESTMENT 10 X CREDITS (£1000)

Remote Engineer Credit
Part Code: REC1

Valid for 12 months

EXAMPLE 1

10 CREDITS PURCHASED
= 10HRS REMOTE ENGINEER TIME

> 1 Ticket Raised. Engineer resolves the issue in 25 Minutes = 0.5 credits consumed (30 minutes).

> This leaves 9.5 credits remaining to use (9 hours 30 minutes).

EXAMPLE 2

10 CREDITS PURCHASED
= 10HRS REMOTE ENGINEER TIME

> 8 Tickets Raised. Engineer resolves the issue(s) in 45 minutes per ticket = 8 credits consumed (8 hours).

> This leaves 2 credits remaining to use (2 hours).

ONSITE ENGINEER RATES

LEVEL 1

Field Engineer

PN: ENGINEER-L1

£200

Installation of pre-configured devices and basic hardware support, Break Fix and basic IMAC.

LEVEL 2

Senior Field Engineer

PN: ENGINEER-L2

£300

Ability to pre-configure and install devices to desk and carry out specific desk side configurations. Able to carry out fault finding on a wider range of equipment, installation and configuration of applications and operating systems.

LEVEL 3

Systems Engineer

PN: ENGINEER-L3

£450

Ability to carry out complex hardware fault finding and installation of Server based equipment into existing rack solutions / DC's.

LEVEL 4

Technical Engineer

PN: ENGINEER-L4

£600

Typically a minimum of 4 year's experience with at least one core industry such as Cisco, Microsoft, VMware and Citrix. Individuals that have the ability to carry out implementations to Mid Market clients.

LEVEL 5

Solutions Architect

PN: ENGINEER-L5

£850

Highly Accredited. Proven track record of complex design and implementation projects. Manages integrated solutions from a technical and strategic aspect. Typically 10 years' experience.

LEVEL 6

Director/Project Manager

PN: ENGINEER-L6

Price on Application

Same as Solutions Architect including a proven track record of Project Management - ITIL & PRINCE2 practitioner.



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