



## Flexible Support Plans – Tailoring **IT** to your needs

Emissary offers a combination of flexible support plans tailored to your needs. This allows our service to scale to match your business growth.

### Ad hoc Support

Ad hoc support is support offered outside of Emissary’s contracted support services.

In some cases this may be new clients who do not have an existing agreement with Emissary. In other cases, it may be a contracted customer who requests support outside of the scope of the current agreement.

The following points apply to ad hoc support:

- Support is provided on a best effort basis
- Support outside of Emissary business hours is charged at 1.5X the regular rate
- Support between 21:00 and 07:00 is charged at 2X the regular rate

The following is the base rate for Emissary’s ad hoc support:

Ad hoc Support Pricing - Non Contracted Client				
Product Reference	Description	Rate	Per Unit	Cost (JPY)
Dispatch	Dispatch Fee - required for all onsite visits	20,000	N/A	20,000
On Site Rate	Per hour rate for on-site work	20,000	1	20,000
Minimum On Site Charge	Minimum 2 hours on site / Charged in 30 minute intervals after 2 hours	20,000	2	40,000
Remote Rate	Per hour rate for remote support work	20,000	1	20,000
Minimum Remote Charge	Minimum 30 minutes remote support / Charged in 15 minute intervals after 30 minutes	20,000	1	10,000

  

Ad hoc Support Pricing - Contracted Client without Block of Hours Support				
Product Reference	Description	QTY	Per Unit	Cost (JPY)
Dispatch	Dispatch Fee - required for all onsite visits	18,000	N/A	18,000
On Site Rate	Per hour rate for on-site work	18,000	1	18,000
Minimum On Site Charge	Minimum 2 hours on site / Charged in 30 minute intervals after 2 hours	18,000	2	36,000
Remote Rate	Per hour rate for remote support work	18,000	1	18,000
Minimum Remote Charge	Minimum 30 minutes remote support / Charged in 15 minute intervals after 30 minutes	18,000	1	9,000

  

Ad hoc Support Pricing - Contracted Client with Block of Hours Support				
Product Reference	Description	QTY	Per Unit	Cost (JPY)
Dispatch	Not Required	-	N/A	0
On Site Rate	On site work time taken from block of hours	1	BoH Rate	BoH
Minimum On Site Charge	Minimum 1 hour on site / Charged in 6 minute intervals after 1 hour	1	BoH Rate	BoH
Remote Rate	Per hour rate for remote support work	1	BoH Rate	BoH
Minimum Remote Charge	No Minimum Support Time / Charged in 6 minute intervals	1	BoH Rate	BoH

- Notes:
1. Pricing shown above does not include Japanese consumption tax
  2. Discounts are offered to existing clients and for larger projects

### Fixed Support (Contracted)

Fixed support is when scheduled on-site visits and remote support are combined for a fixed number of hours per month.

Fixed support is ideal for contracts where Emissary support engineers focus on the monitoring and preventative maintenance of network systems.

The following points apply to fixed support:

- On-site and remote maintenance are scheduled at the end of the previous month for the next month
- A summary of work done for fixed support is provided at the beginning of the subsequent month
- Ad hoc support is provided on a best effort basis

### Contact Information:



The following table lists common options for fixed support:

Fixed Support Pricing				
Product Reference	Description	Rate	Per Unit	Cost (JPY)
Dispatch	Not Required for fixed on-site visits	-	N/A	0
Fixed Rate No Visit 2 Hour	A total of 2 hours of fixed support that does not include an on-site visit	40,000	1	40,000
Fixed Rate One Visit 2 Hour	A total of 2 hours of fixed support including one on-site visit and remote maintenance	54,000	1	54,000
Fixed Rate One Visit 3 Hour	A total of 3 hours of fixed support including one on-site visit and remote maintenance	72,000	1	72,000
Fixed Rate Two Visit 4 Hour	A total of 4 hours of fixed support including two on-site visits and remote maintenance	90,000	1	90,000
Ad hoc Support	Dispatch required for on-site support / min 1 hour on-site / min 30 min remote support	18,000	1	18,000

- Notes:
1. Pricing shown above does not include Japanese consumption tax
  2. Discounts are offered to existing clients and for larger projects

### Block of Hours (BoH) Support (Contracted)

Block of Hours support is when support is requested when it is required by the client. Site visits and remote maintenance are not scheduled.

Block of Hours support is ideal for contracts where Emissary support engineers assist client staff directly and do not take care of the network systems nor infrastructure. They can be used for any network, server or workstation IT support task covered by Emissary. They can be used for emergency support, telephone support, remote support, remote monitoring and for additional projects.

Blocks of hours are valid for one year and are purchased in advance. Any hours remaining at the end of the year will be credited towards another year of the block of hours. The fee for the new block of hours will be determined by the number of hours purchased. If the agreement is not renewed, the hours remaining are forfeited.

The following points apply to Block of Hours (BoH) support:

- On-site and remote maintenance are not scheduled
- Requested support is provided by the Next Business Day (NBD)
- Support outside of business hours is provided on a best effort basis
- Emissary support engineers will plan an on-site or remote maintenance visit regularly in order to maintain a working knowledge of the systems being supported
- All work done will be taken from the Block of Hours (BoH) unless otherwise specified
- Support outside of Emissary business hours is charged at 1.5X the regular BoH rate
- Support between 21:00 and 07:00 is charged at 2X the regular BoH rate
- A summary of work done for fixed support is provided at the beginning of the subsequent month

The following table lists common options for Block of Hour (BoH) purchases:

Block of Hours (BoH) Support Examples				
Product Reference	Description	Rate	Per Unit	Cost (JPY)
BoH 25 Hours	A total of 25 hours to be used for service and support provided by Emissary	18,000	25	450,000
BoH 50 Hours	A total of 50 hours to be used for service and support provided by Emissary	16,400	50	820,000

- Notes:
1. Pricing shown above does not include Japanese consumption tax
  2. Additional Blocks of Hours can be purchased at any time
  3. There are different sizes of hours available for purchase with rates changing depending upon the number of hours purchased
  4. Blocks of hours must be purchased in advance of work done

### Contact Information:



## *Variable Monthly Network IT Support (Contracted)*

The Variable Monthly Network IT Support plan combines remote support, fixed support and ad hoc support under a fixed monthly fee. This plan recognizes that different months will require varying amounts of support time and tracks the actual time used against expected time.

The goal of this service offering is to provide a single, monthly price to support our clients and to reconcile differences in actual monthly support times using a pre-paid Block of Hours (BoH).

The following points apply to Variable Monthly IT Support:

- On-site and remote maintenance are scheduled
- Time taken for on-site and remote support during different months may vary
- Additional support is provided by the Next Business Day (NBD)
- Support outside of business hours is provided on a best effort basis
- Support outside of Emissary business hours is charged at 1.5X the regular BoH rate
- Support between 21:00 and 07:00 is charged at 2X the regular BoH rate
- A summary of work done for variable support is provided at the beginning of the subsequent month

Variable Monthly Network IT Support Pricing combines Fixed Support Pricing and Block of Hours (BoH) support pricing. Blocks of hours must be purchased in advance of work done.

## *Additional Support Requirements for Contracted Clients*

### *Initial IT Assessment*

The initial IT assessment is done to provide the Emissary IT support team with an overview of the site including the current infrastructure and user requirements. The assessment will be done by one or two support engineers before beginning contracted support services.

Emissary will use the site assessment information to create support documentation and to provide IT recommendations.

Pricing for the initial IT assessment is dependent upon the size and complexity of the office being assessed.

### *Team Viewer (Remote Support)*

Team Viewer is the software used by Emissary for remote support. A monthly licensing fee is required for the licensing of this software for access to client sites by Emissary remote support.

Pricing for Team Viewer is dependent upon the number of users being supported.

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### **Contact Information:**