

Statement Of Work

FlexIT - Steward

Hourly Rates

All services aligned to the steward support tier will be billed at the hourly rates listed below at the relevant Time of Service.

TIME OF SERVICE	RATES (Per Hour) *
Business Hours	
Monday – Friday, 09:00 – 19:00	On-site - £55 Remote Only - Inclusive
Out of Hours	
Monday - Friday, 19:01 - 22:00 Saturday, 09:00 - 12:00	On-site - £82.50 Remote Only - £55
Overnight	
Monday - Friday, 22:01 - 08:59	On-site - £110 Remote Only - £82.50
Bank Holidays / Office Closure	
Bank Holidays & Office Closures can be found on https://www.the-haven.co.uk	On-site - £220 Remote Only - £180

*All prices shown are Exclusive of VAT.

Severity Rankings & Response Times

<i>Severity</i>	<i>Response Time</i>	<i>Escalation Time</i>
<i>Critical / Emergency</i>	4 Hours	2 Hours
<i>Urgent</i>	6 Hours	3 Hours
<i>High</i>	8 Hours	4 Hours
<i>Medium</i>	16 Hours	8 Hours
<i>Low</i>	24 Hours	12 Hours

Severity Definitions

Reported issues will be characterised using the following guidelines. If an issue needs to be escalated and increased in severity, please contact the service desk.

- **Critical / Emergency:** Any issue that impacts all users, preventing them from performing critical activities.
- **Urgent:** Any issue that impacts most users or prevents a single critical activity.
- **High:** Any issue that impacts multiple users and impacts the performance of a business activity.
- **Medium:** Any issue that impacts a single user and impacts the performance of a business activity.
- **Low:** Any other issue that does not fall into the categories above.

Service Desk Details

Before contacting the service desk, please be prepared to provide your company name, contact details, a detailed description of the issue, and the name of your company's designated Primary Contact.

- Phone: +44 161 826 2303
- Out of Hours Phone: +44 161 826 2325
- Email: support@the-haven.co.uk
- Online: <https://thehaven.portal.mspmanager.com>