AMITA
Managing IT for you

IT Support Agreement for Cheshire Businesses

Finding the right IT support agreement for your business shouldn't be complicated. At Amita, we offer a range of IT support options designed to suit businesses of every size. Choose the agreement that fits how you work and what you need covered.

We offer four types of IT support agreement, so you can get exactly the level of cover your business needs, nothing more, nothing less.

Whether you want per-device support for your workstations and servers, a single all-inclusive monthly fee, or a one off project to call on when things go wrong, there's an Amita agreement to match.

Per-Device Support Packages

These packages are priced **per device per month**, so you only pay for what you actually have. You can choose standard support or add Amita 365, which layers on Anti-Virus Protection and Endpoint Backup complete peace of mind.

Workstation Complete Support

From

£35 / device / month

- ⊘ Business-hours IT support
- ⊘ Remote technical assistance
- ⊘ On-site technical assistance
- ⊘ Continuous remote management
- ⊘ Pro-active monitoring
- ⊘ Windows & software patching
- ◯ Antivirus protection
- ◯ Basic endpoint backup

BEST VALUE

Workstation Complete Support + Amita 365

From

£38 / device / month

- ⊘ Business-hours IT support
- ⊘ Remote technical assistance
- ⊘ On-site technical assistance
- ⊘ Continuous remote management
- ⊘ Pro-active monitoring
- ⊘ Windows & software patching
- ⊘ Antivirus protection
- ⊘ Basic endpoint backup

Per-Server Support Packages

Your servers are the backbone of your business: storing your data, running your applications, and keeping everything connected. Server support packages are priced **per server per month**, and like our workstation packages, you can choose standard support or add **Amita 365** for full proactive protection.

Server Complete Support

From

£65 / device / month

- ⊘ Business-hours IT support
- ⊘ Remote technical assistance
- ⊘ On-site technical assistance
- ⊘ Continuous remote management
- ⊘ Pro-active monitoring
- ⊘ Windows & software patching
- ◯ Antivirus protection
- ◯ Basic endpoint backup

BEST VALUE

Server Complete Support + Amita 365

From

£68 / device / month

- ⊘ Business-hours IT support
- ⊘ Remote technical assistance
- ⊘ On-site technical assistance
- ⊘ Continuous remote management
- ⊘ Pro-active monitoring
- ⊘ Windows & software patching
- ⊘ Antivirus protection
- ⊘ Basic endpoint backup

What is Amita 365?

Amita 365 is our proactive layer of protection. Instead of waiting for something to go wrong, we're actively monitoring your devices, keeping software patched and up to date, and protecting your data with regular backups. For just £3 more per device per month, it's the most complete cover we offer.

Amita Fixed Support Agreement: One Monthly Fee, No Surprises

If you'd rather not think about per-device costs, our Fixed agreement wraps all your IT support into one predictable monthly fee. No unexpected invoices. No calculating how many devices you're paying for.

What's included:

- ✓ Business-hours IT support
- ✓ Remote and on-site technical assistance
- ✓ Continuous remote management

Pricing is based on the number of users, devices, and the complexity of your setup. We'll give you a clear, fixed figure before anything is agreed.

One Off Project: Pay for What You Use

Sometimes you just need a hand with a one-off job. Whether it's setting up a new member, sorting an unexpected issue, or getting help with something outside your usual IT routine, our Ad-Hoc agreement gives you a bank of hours to use as those jobs come up.

Price	£80 per hour
Hours included	We will quote you a specific price for a specific project, all-inclusive price.
Mix and Match	You can pay for specific projects as a fixed fee that are outside of your agreement.
One off Project	Engage us to deliver a fixed project for a fixed fee.

What's Not Covered

All Amita agreements cover your day-to-day IT issues. The following are outside the scope of any standard agreement unless separately agreed in writing:

- ⊘ Out-of-hours or 24/7 support
- ⊘ Software and licensing fees
- ⊘ Software development or bespoke solutions
- ⊘ Cyber Essentials certifications
- ⊘ Business continuity and disaster recovery planning
- ⊘ Project work

Need something that isn't on the list above? We're happy to discuss it!
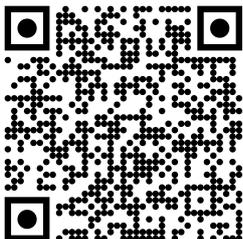
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