



Challenge

Smart and Steady IT required support issues clarified and delayed payment covered in a contract. They also need a service level agreement to give them flexibility, with correct pricing to avoid undercharging. Our contract management services provided support to progress these.

Contract management services

The services to Smart and Steady IT included :

- Coverage of support issues in contract;
- Extra services not being charged;
- One off services and monthly fees;
- Delayed payments;
- Service types and support for each service;

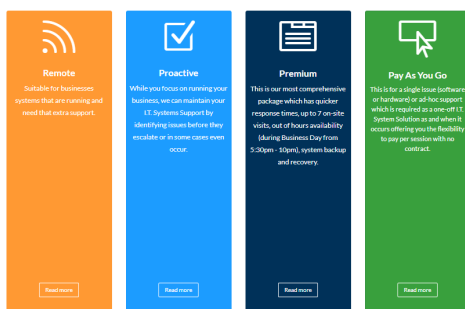


Figure 1: I.T. support options

Benefits

- Clarify one off costs and extras;
- Dealing with pains with the service;
- No flat fee charges on usage;
- Market analysis and comparison.

Result

- Service agreement and work order created;
- Service description firm up support issues;
- Service levels for services, data, backup;
- Renewals mechanism;
- Clear on customer responsibilities;
- Pick and choose price plan;
- Extra support request fees;
- Late payments provisions;
- Increased revenue significantly;

About Certainty Solution

At Certainty Solution we provide support to businesses and with GDPR, ISO27001 compliance and contract management services.

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