



# IT MANAGER

Flexible IT Management for Small to Medium sized organisations

Many organisations wishing to take advantage of the latest technologies often don't know where to start. Very few companies, even those with IT staff, are able to keep up with the mind boggling advances in technology. Choosing the right technology for your organisation is essential. A wrong decision because of poor or biased advice from a supplier can prove disastrous and may have to be lived with for years. The consequences can have a serious financial impact on your business and staff can become disillusioned with inadequate systems, resulting in poor productivity. Recognising the problems and high costs associated with IT for SME's, Glanmire have developed a cost effective solution...

## IT – Manager

IT MANAGER is a flexible contract based service for organisations which need to keep their IT function running smoothly but cannot justify hiring a full time professional IT Manager. Glanmire provide you with IT Management expertise as required. Your Glanmire IT Manager has access to a wealth of resources, knowledge and expertise that comes with the experience of providing professional IT services for over 25 years. For example a senior IT project manager will assist with the development of an IT strategy, creation of a specification for a software development project or evaluation of a tender document for IT equipment.

Your assigned IT Manager will work with your existing IT suppliers or directly contract IT resources as you require. For example, if you have a network problem, your IT Manager will first assess the problem and if he cannot resolve it himself, he will coordinate the relevant hardware or software suppliers to repair the problem. For common problems you will also have direct access to our Helpdesk. Your IT Manager can coordinate everything from Support and Training to Software development and eCommerce design. He will meet regularly with the relevant Manager within your organisation.

"IT Manager" allows you to choose flexible blocks of time and any unused time at the end of a year may be carried forward into next year subject to our terms and conditions. If you require more time during the year, you simply 'top-up' your contract by purchasing a new block of time (see pricing for details). At any stage you can check your Time usage and Account online.

## Pricing

There is a minimum annual retainer fee of €2,500. This fee increases relative to the number of users and complexity of your IT setup. A quotation can be provided on completion of a site evaluation.

Based on an estimate of how much time you need to contract for the year, you can choose from any of the following.

Code	Product	Price
ITM 40	Up to 40 hours (5 days)	€5,000
ITM 80	Up to 80 hours (10 days)	€9,000
ITM 160	Up to 160 hours (20 days)	€16,000
ITM 320	Up to 320 hours (40 days)	€28,000
ITM 400	Up to 400 hours (50 days)	€32,000
ITM 800	Up to 800 hours (100 days)	€60,000

The more time you book the less expensive it is. In the event that your time is used up before the end of the year, your contract can be topped up with any of the above options. Unlike fixed cost maintenance contracts your unused time may be carried forward into the following year subject to our terms and conditions.

## Remote - IT MANAGER

For convenience and to save you time and money on travel we offer remote support via Broadband. To avail of this service you may need additional equipment and/or software.

## Terms and Conditions

All "IT Manager" contracts run on a calendar year basis and are renewable on the 1st of January each year. If you start your contract in the middle of a calendar year, only the remaining months to December will be charged for. Unused time at the end of the year can be carried forward to the New Year, subject to payment of the renewal fee by the 1st January of the New Year. The contract must be paid in full before commencement. If a contract lapses and is then renewed, the retainer fee must still be paid for the full calendar year.