

# Professional Service Packs

## LMS Custom Services

- The eWorks Professional Service Pack (PSP) allows you to hire our engineers for work that is in addition to our normal service delivery
- We're offering this service to you at a discount, in a pre-paid pack
- You have a range of PSP options
- You call on support when you need it
- By pre-paying, our team are immediately available without you having to raise a purchase order.

## How it works

A Professional Service Pack (PSP) is a contract to provide you with discounted pre-paid hours that you can use over a 12-month period to engage our services team. eWorks offers a range of discounted PSP packages designed to suit your specific requirements.

The PSP can be used for additional services that are in addition to eWorks' existing support model, from daily LMS course maintenance to customising or establishing new LMS functionality.

Engineer Level	Standard Hourly Rate Ex GST.	Engineer Type
Level 1	\$145.00	LMS Support/Admin
Level 2	\$185.00	Senior Engineer
Level 3	\$225.00	Solution Architect & Senior Specialist Engineer

PSP	Description	Price Ex GST.	Saving Ex GST.
PSP40	\$40,000 prepaid contract	\$36,000.00	\$4,000.00
PSP30	\$30,000 prepaid contract	\$27,600.00	\$2,400.00
PSP20	\$20,000 prepaid contract	\$18,600.00	\$1,400.00
PSP10	\$10,000 prepaid contract	\$9,400.00	\$600.00

## Here are examples of how a PSP can work for you —

- A customer requires an LMS admin person 2 days a week for a month, and has purchased a PSP10 for \$10,000. The amount deducted from the \$10,000 value is 2 days x 4 weeks x 7.5 hours x \$145 = \$8,700, leaving \$1,300 value remaining for any other use.
- A customer requires a senior engineer to deploy a new server for a business application. eWorks provides a Statement of Work (SoW) detailing the scope and actions to be performed, with an estimate of 2 days of labour. Once agreed by the customer, the work is performed and hours drawn down against the PSP.

## How we report back to you —

We provide a report each month detailing your use and your on the PSP credit still available.

This will detail the job being worked on, along with hours spent and the actions performed.

## How you can benefit —

You will gain priority access to our extensive eWorks specialist team, from support to more complex LMS customisation, at a fraction of the cost of full-time employees.

It's all fast tracked because the PSP is pre-paid and you don't need to raise internal purchase orders for each job.

## FAQs —

### Q. Does the PSP credit expire?

Yes, a PSP agreement is valid for 12 months.

### Q. I have a PSP with only a small amount of credit left; do I lose that value?

No, if you purchase another PSP, the remaining credit will be rolled into the new agreement.

### Q. If I require an engineer onsite, are there extra charges?

The only extra charges would be travel time (one way for part day; no travel charged for full day) and any expenses such as toll or parking fees.

### Q. Will I get charged for a regular onsite engineer if they are away sick?

No charges are deducted when an engineer doesn't attend the site or perform work for your organisation remotely.

### Q. What is the minimum time increment?

Time is deducted in 15-minute increments.

