

Introduction

Aspire Technologies Limited (AT) provides IT professional services to the Channel Islands, United Kingdom and beyond. By working with global partners in the Microsoft Dynamics XRM platform and keeping at the forefront of Microsoft technologies, AT strive to recommend the right solution, the best advice and a transparent level of service to our customers. Our clients purchase our software, our time or both.

How we work

We approach projects of any size or shape with the same philosophy; measure twice, cut once. This is based on over 20 years of experience in the IT professional services and application development industries. We believe our methodology is industry “best practice” allowing us to deliver the solution you require.

Step 1 – Client Requirements: Who? What?

An initial meeting will allow us to understand your basic requirements. If our services do not fit, we will look to offer suitable recommendations.

Step 2 - Milestones and Functional Specification: How? When?

Once we understand your requirements we will outline the key milestones of the project for your approval. Once approval has been received we will produce a functional specification of your requirements.

At this stage the documentation will be comprehensive enough for you to produce an ITT (Invitation to Tender). Upon approval of this document we can proceed to Step 3.

Step 3 - Acceptance Criteria: Completion

Before works begin on the project we shall agree with you the acceptance criteria. This ensures that both parties fully understand the expectations and outcomes of the project.

Step 4 - Project Works: Delivery

Projects are managed using the pre-agreed Milestones, Functional Specification and Acceptance Criteria.

Change Control

We recognise that the scope of a project can sometimes change during its execution. By using industry standard change control procedures these changes can be incorporated into the project where suitable, or arranged as a further statement of works. All documentation will be amended to include changes approved through the change control process.

Project Billing and Documentation

- Unless agreed otherwise, we will bill on completion of Step 2 and Step 4
- Change control will be billed upon acceptance by all parties
- Documentation for your project will be delivered after each step
- All projects will be billed on a Time and Materials basis
- Fixed Price jobs will attract a 25% contingency

Support Level Agreement (SLA)

3 year SLA's are offered for all of our projects. This is calculated at 20% of the total time for step 4 (including any change control). Pre-paid 'non-support days' can be purchased in addition to your SLA these are sold in packs of 5 and are discounted to 50% of the standard day rate.

Pre-paid time will be recorded and reported on a regular basis. If this time exceeds the pre-paid number of days we will bill at 75% of our normal day rates.

Top-ups to pre-paid days can be ordered at any time. Any unused pre-paid time will automatically be transferred to the next year.

Rates

- Day Rate £800 (8 hour day)
- Days are split into quarters, with a minimum $\frac{1}{4}$ day charge
- For on-site work, day rate includes travel time
- Reasonable and justifiable expenses will be charged for on-site work

Payment Terms

Payment terms are 30 days from date of invoice. Any amounts older than 90 days will be charged 5% interest