



«Technical support»

Tariffs for June 1, 2022

No	Service parameters	Description	Basic	Standard	Advanced
1. Basic services					
1.1	User requests management	Manages user requests: accepts requests, classifies them, assigns an executor, controls execution and closes the requests	Included	Included	Included
1.2	System Administrator	Performs User requests related to the administration of the attended system Components: makes changes to the settings of the operating system and application software (described in clause 4.1 of the Agreement).	Included	Included	Included
1.3	Elimination of incidents	Performs user requests related to Incidents with the Components of the attended system: localizes and diagnoses malfunctions, provides recommendations for elimination or application of temporary solution, and performs the actions aimed at eliminating the incident.	Included	Included	Included
1.4	Recommendations for service packs installing	At the request of the Users, informs about the release of service packs and updates of software components of the attended system.	Included	Included	Included
1.5	Software updates	Performs User requests related to the installation of service packs and updates of software components of the attended system: implementation planning, deployment of service packs.	Not included	Included	Included
1.6	Monitoring	Monitors the state of the Components of the attended system, analyzes events, identifies inconsistencies and provides information to the Client's responsible persons	Not included	Вкл.	Вкл.
1.7	Issues management	Analyzes incidents, monitored events, user actions, etc. in order to identify possible problems. Provides recommendations for resolving	Not included	Not included	Included

		detected issues or for minimizing their impact			
1.8	System Engineer Consulting	Consults users on the functionality, configurations, capabilities, technical features of the Components of the attended system.	2 hours	4 hours	8hours
2. Tariffication					
2.1	Support working hours		календарный месяц	календарный месяц	календарный месяц
2.2	Number of requests	Time period when support is available to users	9 x 5 - from 9:00 to 18:00, on weekdays	12 x 5 - from 8:00 to 20:00, on weekdays	12 x 7 - from 8:00 to 20:00, seven days a week
2.3	Number of simultaneous requests	The total number of requests posted by users during the service period	3	10	30
2.4	Total time for the requests execution	The number of requests for which the Operator performs work simultaneously	1	2	unlimited
2.5	Service pack cost	The total number of working hours spent by the Operator on the fulfillment of all the requests during the service period	Up to 10	Up to 20	Up to 40
2.6	Support working hours	Obligatory payment for the service period	87 BYN*	1155 BYN*	656 BYN*

* - the cost is indicated without VAT