

Professional Service Packs



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.

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.
- We have a range of PSP options.
- Call on support when you need it.
- By pre-paying, our team are immediately available to support your business and your LMS needs.



Here are examples of how a PSP can work for you

- A client requires an LMS administrator 2 days a week for a month and has purchased a PSP for \$10,000. The amount deducted from the \$10,000 includes the 2 days x 4 weeks x 7.5 hours a day x \$160 an hour totalling \$9,600. This leaves our client with a \$400 value remaining for any other use.
- A client 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 client, 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 along with 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.

FAQ's

- 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 the travel time, one way for part day and no travel charged for a full day. Additional expenses such as tolls and parking fees will be charged.
- 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.

