

IES Advantage

Overview

The IES Advantage is a pre-paid service for IT Support, Software Development & Accounting Systems support hours.

The IES Advantage helps clients save off our regular T&M rates:

- **Level 1** — The client receives a savings of \$3 per hour off regular T&M rates.
- **Level 2** — The client receives a savings of \$5 per hour off regular T&M rates.
- **Level 3** — The client receives a savings of \$10 per hour off regular T&M rates.
- **4 Hour SLA** (Service Level Agreement) — IES Advantage clients receive a 4 hour SLA guarantee.



At a Glance

- *Save money by buying your technical support in bulk*
- *Predictable billing every month so you can accurately plan your budget and avoid surprise charges*
- *Guaranteed 4 hour maximum response time to critical issues*

System Engineering

- **Systems Engineer (Level 1)**
Desktop and Notebook Configurations. Hardware Break Fix. Operating System and Application Support.
- **Systems Engineer (Level 2)**
Server, Router, Firewall, Switch Configurations, IP Video Surveillance, Storage SAN/NAS and VOIP Solutions. Hardware Break Fix. Operating System and Application Support.

Software Engineering

- **Software Development Engineer (Level 1)**
Develop graphical user interfaces and client side programming.
- **Software Design Engineer (Level 2)**
Design, back-end programming and enterprise level integration.

Accounting Systems

- **Accounting System Analyst (Sage)**
Accounting Software Consulting (Accpac, BusinessVision, Simply Accounting, QuickBooks), Installation, Configuration, Custom Software Development, Report Customization, Training.
- **ERP Analyst (SAP FICO)**
SAP Configuration, Custom Interface Specification, Report Customization, Training.

Key Benefits

- *Clients reporting issues will be contacted by an IES Engineer within 4 hours of problem reporting.*
- *IES Advantage clients have access to onsite support and remote support. Onsite support is a 1 hour minimum. Remote support calls are billed in 15 minute increments.*
- *After hours work is at no extra charge and counts as regular hours.*
- *IES Advantage clients are given access to the IES Time Tracker Web Portal. The Time Tracker enables clients to see the detailed use of their IES advantage prepaid time.*
- *You get just the support you need without having to pay for extras you don't.*

Why IES Group?

IES Group has over a decade of experience implementing complex IT Solutions empowering quick real time information based decisions.

IES GROUP