

Services & Expenses Price List

prices may be subject to change without notification



Pillar Software Ltd. offer a range of services to help you maximise the potential of your Profess solutions. Call us today for a quotation for services to meet both budget and need.

Service	£ cost	Units	Description of service
Development	£90 (£540)	Per hour (per day)	Tailored development on our applications; bespoke work; interfaces, SQL scripts or reports etc. Based on agreed specification and written quotation with delivery timetable based on receipt of your order.
Training (on-site)	£675	Per day plus expenses (see below)	For up to 6 attendees at your premises.
Over the web & phone training	£75	Per hour	For any number of delegates suitable for your telecommunications system. Min. charge 1 hr.
Systems consultancy	£795	Per day plus expenses (see below)	On-site meeting for advice, consultation, Q&A, walkthroughs and configuration meetings. Includes site visit report and quotations for any further work required.
Remote / Non-Standard Support	£75	Per hour	For items delivered by our Helpdesk not covered by standard support. E.g. remote installations, support of bespoke items. Min. charge 1 hr.
On-site Installation	£600	Per day plus expenses (see below)	On-site installation or upgrade. We will talk your own IT staff through each step and tailor the installation to need. As the day requires technical staff to be out of office, even if the visit only lasts a few hours, the full day rate applies. We also provide remote support, which is charged hourly (see Non-Standard Support)
Out of hours tech Support (by arrangement only)	£95	Per hour	Before 8.30am / after 6pm or any time Saturday or Sunday or UK Bank Holidays – all by arrangement only. Min. charge 1 hr.
Emergency Support / Emergency Development	£125	Per hour	For non-standard emergency support or where the normal delivery timetable needs to be accelerated we offer this higher rate of service but only where resources permit and projects in hand offer manoeuvrability. Min. charge 1 hr.

EXPENSES

We aim to keep our expenses fair, basing the main cost on your local from our Newent offices in Gloucestershire. Our rates already take into account other costs such as *staff meals, refreshments, tolls and parking* but are based on **average costs** and full days out of office and mileage bands. Rates cited are non-negotiable. The means of travel is at the discretion of Pillar Software Ltd.

Item	£ rate	Unit
Overnight stay (hotel plus all meals)	£100	Per overnight stay
TRAVEL: London by public transport	True cost	Per return journey
CAR TRAVEL: Central London by car*	£150	Per return journey
CAR TRAVEL: 50 miles or less from Pillar's offices	At Pillar's discretion	Per return journey
CAR TRAVEL: 51-79 miles from Pillar's offices	£ 35	Per return journey
CAR TRAVEL: 80-100 miles from Pillar's offices	£ 75	Per return journey
CAR TRAVEL: 101-200 miles from Pillar's offices	£150	Per return journey
CAR TRAVEL: 201 or more miles from Pillar's offices	£175	Per return journey
TRAVEL: Non-mainland, rail or any flights	True cost	Per return journey

*= where congestion charge applies

We are happy to quote for a tailored programme of work, including remote Systems Administrator functions for all our products; please e-mail us with your requirements and for a quote: support@profess.co.uk