

InTime Scoring Support Packages - 2017

1 Remote Support (ad hoc)

- Included in annual renewal fee
- Request remote support by email, text or mobile
- Expect our response within 2 working days of your request (email, text or cell), Mon to Fri.
 - Namespace runs many projects & clients, so response times depend on our workload & availability. For reliable response times, arrange Off-Site Remote Support (below).
- Includes installation & setup assistance / training and user training by appointment as well as ad hoc assistance and electronic publishing service and server space.

2 Off-Site Remote Meet Support (by prior arrangement)

- Quick remote response times at lower cost than dedicated on-site support
- Reduced daily fee holds us on standby for the agreed period, ready to respond promptly to your needs as they arise during the meet
- We prioritise availability to you, to assist you quickly, reducing delays to your meet
- Recommended if you are comfortable running the system unassisted but want the peace of mind that we are ready for you if needed
- We'll respond as soon as we receive your email, text or phone request (within 2 daytime hours or within 8 hours for late night calls)
- Cost: Daily fee of 70 Euro

3 On-Site Full Support

- We come to your competition site, to perform any of the following services:
 - System Training
 - User and technical staff training to proceed unassisted in the future
 - Technical system setup and support
 - InTime installations, setup and support
 - Meet setup and administration
 - Adding and managing the competition, scoring, results and video publishing
 - Meet planning, logistics and co-ordination
 - Leverage off our experience with meets of all sizes. We can advise on event structure, process, timing/schedules, broadcasting, co-ordination, risk identification and preparation for common "red flags".
 - Judging
- Cost: Transport to location, meals & accommodation for support staff, plus daily fee of 170 Euro