InTime Scoring Support Packages

1   Remote Support (standard)

- 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.

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 EUR

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 EUR