

## BoH - Block of Hours



With a Block Of Hours package from Soutec, you can pre-purchase service hours which can be used for any of the services we offer including project management and consultancy for upcoming projects. Soutec's 24x7 service gives small businesses access to our Network Operation Center through a simple phone call or email.

At Soutec we understand how important it is for you to track the hours of your service requests. Because of this, time is accurately monitored for each use of the **Block Of Hours** purchased, providing you with a statement for each support-activity performed, the number of hours consumed, and the number of hours remaining under the current contract.

### Additional Benefits

- 24x7 Help Desk availability.
- Manage and control your IT budget.
- Access to our highly-specialized and certified IT staff.
- Discounted hourly rate.
- Pre-paid Block of Hours available in packs of 10, 20, 40 and 100 hours.

BOH	
Pool of hours	Notes
10 hours	Minimum consume for remote attention: 1 hour. Minimum consume per visit: 4 hours. Duration: 3 months.
20 hours	Minimum consume for remote attention: 1 hour. Minimum consume per visit: 4 hours. Duration: 3 months.
40 hours	Minimum consume for remote attention: 1 hour. Minimum consume per visit: 4 hours. Duration: 6 months.
100 hours	Minimum consume for remote attention: 1 hour. Minimum consume per visit: 4 hours. Duration: 6 months.

### Contact us

If you are interested in receiving personalized attention to hire this service, write to

[sales@soutec-group.com](mailto:sales@soutec-group.com)

If you prefer to make a call, we are available Monday through Friday from 8 am to 5 pm at

+1 (305) 928 6098

Tell us your aspects for us to improve [contact@soutec-group.com](mailto:contact@soutec-group.com)

[www.soutec-group.com](http://www.soutec-group.com)