

Block Time Service & Support

As a Block Time client, you'll receive higher priority support!

Many of RetroFit's clients can anticipate the volume of IT services that they require. Others don't know what they need for support on projects. Either way, RetroFit's Block Time Service & Support is a cost-effective service that not only saves you money, but also enables you to quickly schedule our resources to meet your requirements.

Onsite services may be used for any purpose. RetroFit's Block Time Service & Support agreement covers labor costs to repair, upgrade, consult, etc. Parts necessary or requested are billed as needed with prior approval from the client.

Service Hours and Response

RetroFit's Call Management Center (CMC) is the focal point for all service calls and support requests. RetroFit will open, manage, track and close all calls through its CMC. After each request for service, you will receive a statement with details on the work that was performed, charges for any parts used, and the balance of time remaining. Service is available Monday through Friday, 8:00 a.m. to 5:00 p.m.

Save Time & Money!

With RetroFit, you'll have your own dedicated and cost-effective IT department for your every computer need!

Call us now at 508.244.2447 to learn about our Block Time Service & Support!

What is Block Time Service & Support?

RetroFit's Block Time Service & Support rates are designed to provide you with the highest level of service and support at a competitive price. This service allows you to purchase a block of time paid in advance at a discounted rate to meet your needs. Through the purchase of this block time, you will have access to our full service and support staff, including system engineers and onsite PC technicians. Our consulting and service experts stay abreast of the latest technologies and troubleshooting methods....we bring that experience to you!

How Can I Use Block Time?

- Network Assessments
- Consulting Services
- Upgrades
- Installations
- Training
- Short-term Technical Assistance on Projects
- And more.....

Discounted Rates

Pre-paid rates are billed at a discount from our normal rates. You'll receive priority service for work typically done on a Time & Material basis!

No Delays

As a Block Time client, RetroFit can respond immediately to support requests without the time delays created by billing or account considerations.

Block Time Service & Support

Rates

Systems Engineering

Number of Hours	Total Cost	Block Time Rate Per Hour	Additional Savings
15 Hours	\$2,250	\$150	N/A
25 Hours	\$3,500	\$140	\$250 (compare @ \$150/hr)
50 Hours	\$6,250	\$125	\$1,250 (compare @ \$150/hr)
100 Hours	\$11,500	\$115	\$3,500 (compare @ \$150/hr)

Technical Services

Number of Hours	Total Cost	Block Time Rate Per Hour	Additional Savings
15 Hours	\$1,875	\$125	N/A
25 Hours	\$2,750	\$110	\$375 (compare @ \$125/hr)
50 Hours	\$4,750	\$95	\$1,500 (compare @ \$125/hr)
100 Hours	\$8,500	\$85	\$4,000 (compare @ \$125/hr)