



## Remote Engineering Service Credits

Provista Remote Engineering Service Credits provide a cost effective and flexible way to purchase support and operational services. Service credits enable you to budget for engineering services up front and redeem the credits as needed.

### How the Credits work

Purchase service credits in advance and in the desired quantity. Whilst a single credit costs £125, the minimum purchase is ten credits costing £1250. Discounts apply if purchasing higher volumes as indicated below.

Credits	Discount	Cost	Savings	SKU
10	0%	£1,250	£0	PRO-CR-10
20	5%	£2,375	£125	PRO-CR-20
50	10%	£5,625	£625	PRO-CR-50

(further volume discounts negotiable, prices subject to change)

When ready to redeem credits, the Provista Service Desk is contacted by phone or email. A minimum of one credit is used per call. A support call is logged by the Provista helpdesk and an engineer will call back to action your issue.

The Provista engineer will work on the case on a “stop the clock” basis with time accumulated based on the actual time the Provista Engineer works on the call. A single credit is equal to one hour of accumulated engineering support time. The Provista Engineer will remotely connect to your systems to audit, investigate, configure and repair problems.

The SLA is 24 hours when using Service Credits. Enhanced SLA options are available using our Silver or Gold Remote Services. Credits expire one calendar year from date of purchase.

### Key Benefits

- Access Provista’s Technical Expertise when required for project or ad-hoc work.
- Greater flexibility: leverage budget cycles and apply credits as needed.
- Built-in value: credits include volume discounts.
- Less administrative effort: accelerate the order fulfilment process; purchase credits in bulk.

