

Price List for GP Premium Support

Effective 20th June 2022

Nolan GP Support	Standard Support	Premium Support	Premium Support + Upgrade*
Term	1 year	1 year	1 year
Break/Fix	✓	✓	✓
System Administration			
Create users within the ERP system	x	✓	✓
Adjust security roles as required within the ERP system	x	✓	✓
Create new tax details/schedules as required within the ERP system	x	✓	✓
Create new account codes within the chart of accounts	x	✓	✓
Mass update of records Note: Where records need to be changed on mass, appropriate means will be used that comply with the business logic of the system.	x	✓	✓
System Analyst's Tasks			
Minor report changes Note: To include address changes, single lines of text, and minor adjustments, but the creation of new reports and large layout changes are excluded.	x	✓	✓
Creation of smart lists Note: From existing tables and views only. If bespoke views are required, this will require consultancy.	x	✓	✓

DBA Tasks			
Data corruption resolution	x	x	x
Simple SQL views Note: Only where two tables are joined, and no calculations or functions are required.	x	✓	✓
Rebuild management reporter data marts	x	✓	✓
Consultancy			
Company creation	x	x	x
Workstation installation (remote only)	x	✓	✓
Additional product configuration	x	x	x
Service packs and hotfixes Note: If onsite work is required, travel costs and expenses will be charged to the client	x	✓	✓
Training			
1-day training (if needed, remote only)	x	✓	✓
System Upgrade			
System upgrade (version 18.3 and above) Note: Excludes test upgrade	x	x	✓

Notes

- *To be eligible for Premium Support + Upgrade you will need to be on version 18.3 or above
- For Premium Support, a fair usage policy will be applied.
- The tasks provided as part of the Premium Support are outside the confines of the Standard Support agreement which we would normally expect to be completed by the in-house systems administrator/superuser.



		Total Number of Companies		
		1-2	Up to 5	Up to 15
Support Package	Premium Support	*£3,150	*6,300	*9,450
	Premium Support + Upgrade	*5,250	*9,450	*14,700

Notes

- *Additional cost per year in addition to your standard support contract.
- If you are part way through a standard support agreement, we will calculate a price based on the number of months remaining on your existing agreement for the year.

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