

Retainer Plan Details

Admin Resource and Services is pleased to offer retainer plan options to our valued clients as a method of managing and reducing overall costs associated with larger projects. With reduced rates and hour banking, a retainer plan is an easy way to save on larger projects and reduce the potential of cost overruns for unexpected events or unknowns.

With a three month minimum, you're able to begin banking hours and building an hour pool for IT projects, system related projects, training, or process consulting.

Retainer plans may compliment or be used separately from software support plans.

Retainer plan hours may be applied to **ALL** of our services, including support for the Master System. We support all versions 9.0 and below. (Does not apply to product oriented services).

Unused or banked hours will never expire. Use them for future support, modifications, or other labor oriented services.



DISCLAIMER: We are not the original dealer for the ACS Master System. According to your Licensing Agreement, any Basis Reseller may provide support, modifications, and their "own upgrades" to the ACS Master System you purchased, including Basis Licensing and Basis SAM Plan Management.

RETAINER PLANS:

- All retainer plans purchase retainer hours at a reduced rate of \$125.00/hr.
- All hours purchased are banked until used or applied to services.
- Purchased hours will not expire.
- Purchased hours may not be refunded.
- Three month minimum term. No maximum.
- No contracts. No terms. Change number of hours from month to month during retainer plan.
- Paid at beginning of month for term of retainer plan.
- Retainer hours applied as used for services; audit reporting at bottom of each invoice.
- Hours may be used for quoted services, software support, modifications, training, process consulting, and... essentially all labor-oriented services we provide.
- Hours may not be used for contracted services outside of our team, hardware, licensing, or product services (such as [ARS Business Continuity](#), [Web Hosting](#), [Web Direct](#), [ExForms](#), [BASIS SAM Plan](#), user licensing, or [QBI Cubes](#)).

For more information about our company, services, support plans, and retainer options, please find us at www.adminresourceandservices.com or send us an [email](#).