

### A flexible support plan offering bulk discount without the upfront costs

Mother's IT Helpdesk services are purchased via a 'bank of hours' which can be used in 15 minute intervals. This is common practice in the IT industry for purchasing support services, although it's not always a perfect solution. A customer has to purchase a large block of hours upfront in order to benefit from the discounted rates that are offered.

Inconsistencies in IT usage also make it difficult to determine how long a bank will last, meaning customers can be overcommitting funds, or presented with unexpected bank replenishment costs. Mother introduced the Rolling Bank to overcome this.

The Rolling Bank provides customers with the same bank discounts without having to purchase a large block of hours. Instead, an annual usage is estimated and divided into 4 equal bank top-ups which are billed every quarter. Up to 100% of unused hours in one quarter can be carried to the next quarter.

Customers can also exceed the number of hours available in any quarter by 50% of their quarterly allowance. Beyond the 50% threshold a small invoice is raised to realign the contract and prevent any unwanted surprises.

### No big outlay for blocks of hours

Competitive discounts apply to labour rates based on annual usage rather than the size of a 'block' purchase.

### Consistent quarterly payments

The Rolling Bank levels the ups and downs of IT by spreading payments across equal quarterly instalments.

### Unused hours rollover

The Rolling Bank allows you to carry up to 100% of your Quarterly Allowance into the next quarter.

### Exceed your Quarterly Allowance

A busy quarter might have you exceeding the hours available in your bank. The Rolling Bank lets you go into the red by up to 50% of your Quarterly Allowance.

### No Minimum Charge

Labour for jobs is drawn down in 15 minute intervals. There is no minimum charge for a job.

### Monthly Bank Statements

A 'bank' statement detailing everything you would expect from any normal bank is issued every month.

