

# Support Packages



## Introduction

This document details the support models available for customers of Leathen Healthcare IT Solutions (LHITS). The majority of LHITS products are available free of charge once an organisation has purchased a support package.

We aim to keep our prices as low as possible, and as such make the best use of modern technology to allow us to efficiently support your staff and users, and pass the savings straight on to you.

Packages are available based on the number of users an organisation will have; more users necessitates a higher level of support. The prices below are representative of the amount of LHITS time and resources expected to support an organisation of that size.

Support packages are an annual charge and enable us to make sure your organisation is getting the most from your product, and enables us to keep improving our tools.

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## Support Models

### Small Support Package

Up to 10 users, with one Champion to lead on use of LHITS tools.

Recommended use:

- Software or tools used by a single GP practice or a clinical team
- Pilot projects and early adopter rollouts

### Medium Support Package

Up to 40 users, with one Champion to lead on use of LHITS tools.

Recommended use:

- Software or tools used by a small number of GP practices who can work closely together
- Software or tools used by Suitable for a medium/large team covering a wider area

### Large Support Package

Unlimited users within a single organisation, with one Champion to lead on use of LHITS tools. For example, a CCG purchasing on behalf of all GP practices in their area, or a Trust or NHS Provider covering multiple CCGs. Multiple organisations may not join under the same Large Organisation License. Large Organisations may also schedule up to three webinars for LHITS to demonstrate or provide remote training.

Recommended use:

- Software or tools to be used by all GP practices or multiple teams/services across a CCG

### Extras and Additional Support

Our support packages are designed to give you everything you need to get up and running with your products, but if you feel you need more support you can buy additional licences, training sessions or even project management time to get your project off the ground.

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## What is Included?

### LHITS Champion

The organisation purchasing the package may designate one Champion to take the lead on implementing their products and being the point of contact between their organisation and LHITS.

The Champion will have access to all the following support options so they can support their colleagues and become your organisation's expert. They will have a remote training session on how to use the LHITS products, including the Community Forums and anything else they need.

### Unlimited Email Support

Our prices are able to be kept so low because we want to work as efficiently as possible to support you. By offering unlimited email support for your LHITS Champion you can make the most of the staff you already have, increase their skills, and minimise the amount of time you need to buy from us.

Your Champion will have access to unlimited email support from our team, so they can become the expert in your organisation.

### Phone Support

Sometimes it's just easier to talk directly with someone. Your Champion can arrange a phone call with one of our experts to get to the bottom of a problem. To keep our costs down and keep your prices low, telephone support must be booked in advance, although an LHITS expert will usually be able to call within 24 hours.

### LHITS Community Forums

Email support is only available to the designated Champion, however all users in your organisation can access the Community Forums. They can ask questions, help other colleagues out or even suggest new ideas and features. The Community Forums are open source; anyone can read what is posted there but only LHITS customers can have usernames and post questions.

### Webinars

Sometimes the quickest and most efficient way to train people is to just show them. While Champions will be able to book in their own remote training to disseminate to their team, webinars give the option for an LHITS expert to demonstrate to a larger audience or deliver mass training to make your Champion's life easier. Large organisations will be able to arrange up to three webinar sessions.

### Updates

We are constantly striving to make our tools better. While your organisation holds an LHITS Support Package you will get any updates to the products you are using for free.

### Free For Collaborators

If you have worked with LHITS to develop a new tool, we'll provide free Medium Support Package for your first year. This will let you trial the tool within your organisation and potentially some partners too. If other organisations begin using the tool you helped develop, you will continue to receive free support.

# Support Packages



## Prices

### Support Packages

Package Name	Includes	Price
Small Package	<ul style="list-style-type: none"> <li>One Champion with:                             <ul style="list-style-type: none"> <li>Remote training session</li> <li>Unlimited email support</li> <li>Phone support by arrangement</li> </ul> </li> <li>Up to 10 users with Forum access</li> <li>May be shared across organisations/teams by arrangement</li> </ul>	£80 pa
Medium Package	<ul style="list-style-type: none"> <li>One Champion with:                             <ul style="list-style-type: none"> <li>Remote training session</li> <li>Unlimited email support</li> <li>Phone support by arrangement</li> </ul> </li> <li>Up to 40 additional users with Forum access</li> <li>May be shared across organisations/teams by arrangement</li> </ul>	£160 pa
Large Package	<ul style="list-style-type: none"> <li>One Champion with:                             <ul style="list-style-type: none"> <li>Remote training session</li> <li>Unlimited email support</li> <li>Phone support by arrangement</li> </ul> </li> <li>Unlimited users</li> <li>Up to three webinars booked in advance.</li> <li>May be purchased by a CCG on behalf of their GP practices, but otherwise multiple organisations may not share a Large Organisation Package</li> </ul>	£1600 pa

### Extras and Additional Support

Package Name	Includes	Price
Additional Champion	<ul style="list-style-type: none"> <li>One extra Champion with:                             <ul style="list-style-type: none"> <li>One remote training session</li> <li>Unlimited email support</li> <li>Phone support by arrangement</li> <li>Community Forum Administrator rights</li> </ul> </li> </ul>	£40pa
10 additional users	<ul style="list-style-type: none"> <li>10 additional users with forum access</li> </ul>	£40pa
Webinar	<ul style="list-style-type: none"> <li>A 30 minute remote webinar to support a large group of people. 30 days' notice required.</li> </ul>	£30 each
Priority Webinar	<ul style="list-style-type: none"> <li>A 30 minute remote webinar to support a large group of people, 24 hours' notice required</li> </ul>	£60 each
Live Training Session	<ul style="list-style-type: none"> <li>Visit from an LHITS Expert for a training session on your products. Can be a one-to-one session, small groups or large presentations. One hour sessions.</li> </ul>	£90 each plus travel expenses.

### Need more support?

Ask us about our personalised or project management offers at [contact@lhits.co.uk](mailto:contact@lhits.co.uk)