

Agency Service vs Support Tickets:

Identify which is best for you.

ocProducts offer two different avenues for requesting custom development work:

1. our Development Agency service
2. our Experts By The Hour support ticket service

These services have been created with different types of project and customer in mind. In this document we review the key differences between them.

<u>Support Tickets</u>	<u>Agency Service</u>
<p>100% payment up-front We always take 100% of payment up-front for our support tickets system.</p>	<p>Stepped Payment We can offer a stepped or phased payment for projects using our agency service.</p>
<p>Always charged Any additions to the work not stated at the beginning in the requirements will be strictly charged as extra work.</p>	<p>Full Change Management process We will scope out the project and potentially spot any missing functionality which has not been specified. Once the project has been agreed we use our change management process for any changes, as we adjust our staff resourcing.</p>
<p>Support time choice You can choose the priority of the work and timescale for it to be completed (Please note: this may not always be 100% possible to guarantee).</p>	<p>Bug fixes in 5 working days We always endeavor to fix all bugs within projects within 5 working days of them being reported to us.</p>
<p>Lower rate available for budget Lower priority work can be charged a lower budget rate saving you money.</p>	<p>Agency rates Projects are charged using our standard agency rates which can be found on our website.</p>
<p>No Project manager Support tickets will be simply handled through the support ticket system and you won't have access to a dedicated project manager.</p>	<p>Project Manager You will have access to a dedicated project manager who will look after your project from start to finish. You'll get regular updates and advice.</p>
<p>All contact must stay in ticket All contact must be kept within the support ticket.</p>	<p>Many contact methods When using our Agency service you have other avenues such as telephone contact, email contact and if requested/required contact via Skype.</p>