

# SharePoint Advisory Services



Supplement your current technical staff with the SharePoint expertise of Gig Werks. Gig Werks now offers Advisory services around SharePoint to give your team the guidance and technical know-how to maintain your SharePoint environment and keep your projects on track.

The way it works is simple, you buy your advisory services hours, and if you have a question that requires assistance, you call Gig Werks and we put you in touch with the appropriate SharePoint expert to help solve your issue.

## Advisory Services Details & Restrictions:

- Advisory Services are primarily for SharePoint and Gig Werks affiliated services and expertise
- Advisory Services can be purchased in blocks of 40 hours, paid in advance
- Advisory Services Support agreements are valid for one year from the date of signature
- Existing Advisory Services will self-renew when funding levels reach two hours.
- For support requests that exceed one hour, the client will be advised and formal request to proceed will be requested.
- In the event that the request either a) exceeds the remaining support hours in place or b) requires 8 or more hours a new Project/SOW will be developed and submitted for approval
- Issues dashboard for posting bugs, issues, concerns, problems, will be provided for the project and all issues are to be posted there by authorized client representative
- Management of third party vendors and consultants is not provided for in this agreement
- Support agreements do not guarantee specific Gig Werks resource in order to accommodate timely response and appropriate skill set.
- Work required to be performed after business hours will be billed at time and half



## Contact Gig Werks

Phone: 914.207.1110

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\*For further Details, Project Assumptions & Restrictions please contact Amanda Gembariski at [agembariski@gig-werks.com](mailto:agembariski@gig-werks.com) or call at 914.207.1110 ext.201. We look forward to doing business with you.