



# Managed Resource Fund (Voucher Scheme)

## Overview

This voucher system is designed for organisations needing the flexibility that a fixed term support contract sometimes cannot provide.

Vouchers may typically suit clients who require infrequent assistance, easier budgeting, and want to avoid emergency call-out charges. With a clear understanding of the cost of support from the offset, there are no hidden costs or uncertainties of response times.

The key advantage of the vouchers is that they are interchangeable across technologies or type of service: they can even be used for procurement.

## The Benefits

- Know your IT spend in advance
- No need to pay for support contracts that will never give full value for money.
- Speed of response, no need to get clearance for ad-hoc IT requirements
- The vouchers do not have to be used up within a 12-month period
- Can be used to procure:
  - Software licenses
  - Audits
  - Consultancy
  - Support on or off-site
  - Backup and recovery reviews
  - Installations
  - Configurations
  - Any IT service Ardenta offers.

Fund balance statements are sent to customers on a regular basis.

- UNIX
  - LINUX
    - INFORMIX
      - DB2
        - ORACLE
          - SQL SERVER

*Ardenta – pro-active  
IT Managed Services  
delivering round-the-clock  
business continuity.*

Ardenta are an ISO9001:2000 accredited company

