



June 2019

Dear Workstation Support Customers,

As you know, your department's workstation needs are supported by the Enterprise Technical Support Services. It has always been the goal of the Workstation Support Service to provide consistent and competitive rates for our customers. This last year saw the end of annual service agreements and a clearly defined rate structure for all customers, determined by service level needs.

We are happy to report that we have worked to make these rates a sustainable model for next fiscal year as well. For your budget purposes, the current and forecasted support level rates annually per workstation are:

TIER 1 \$760

TIER 2 \$690

TIER 3 \$400

Workstation Support has also undertaken a Microsoft Campus Agreement (MCCA) on behalf of its customers, and your support will cover your licensed Microsoft Office and Windows OS. This will also cover upgrades to newer editions of this software without any additional costs to you.

As a reminder, billing is always quarterly in arrears. The total charge may vary if the number of workstations in your department changes, as inventory is also tracked quarterly. We encourage communication about LAFS changes throughout the year, and final quarter billing is provided in May (for April, May and June) as a courtesy to our customers who may need to make fiscal year-end adjustments. If you have any billing questions or concerns, please contact Sparring by email at sparring@ucsb.edu.

Your service as it stands is not changing. It is our goal to provide the same, if not better, level of support. If you have any questions about your current service, we encourage you to check out our descriptions and contact information on our website at <http://www.ets.ucsb.edu/services/workstation-support>. You may also contact us directly: for service support inquiries, please contact the service manager Tim Krause at x4864 or tim.krause@ucsb.edu.

Best wishes,

Your Workstation Support Team