

	 Technology Consumption Agreement (TCA)	 Hourly Support Contract	 "Block of Hours" Support Contract	 "All You Can Eat" (fixed) Support Contract
 Flexibility	Scalable and controlled based on business needs	Only billed what you use	Use hours when you need them	Annual Contract with fixed fees per # of devices supported
 Contracting	Annual contracts, no commitment or penalties	Annual Contract, No commitment	Pre-paid blocks of hours, non-refundable, no credits	Annual commitment with penalties for early termination
 Control	Customer has 100% control	Customer controls 50%, Vendor controls 50% of the relationship	Customer controls 50%, Vendor controls 50% of the relationship	100% Vendor Controlled
 Break-fix Support	Only contract for what you need on a monthly basis	Nickel & dime for quarter hour increments	Nickel & Dime for quarter hour increments but no proactive support	Use or lose
 Quality	White Glove	Vendor incented to bill more hours	Vendor incented to bill against banked hours	Vendor incented to get as much done as quickly as possible (no root cause or attention to detail)
 Cost	Dictated up-front by the customer	Can get expensive if no managed effectively	Literally hours x rates	Flat amount until you fall outside of scope, then SURPRISE!
 Response Time	Highly available, predictive in nature	Scheduled time, or call your IT guy/gal	Best effort	Email or call the 800 number for support (Get what you pay for)
 Financial Flexibility	Adapt to your business, pay for what you plan to consume	Rates are the rates and the hours are the hours	Fixed Rates and number of hours to be used	None; it is fixed
 Team Members	A Team - determined by fit with customer	Determined by vendor and stuck within predetermined rate category	Revolving door	Help Desk somewhere; random techs onsite when you need them
 Accountability	You don't see the value, there's no charge	Accountable to the hours spent	Zero, at the mercy of what the vendor tells you	Managing to internal IT vendor metrics, not customer business outcomes
 Communication	Paramount, occurs daily	As Needed, usually only when on-site	Only when client requests it	Lots of marketing communications and hype
 Client Experience	Entirely focused on people, business outcomes are the result	Based on client budget and desired level of service	The client experience feels "stale" and "old-school"	Based on low cost; no frills, smoke and mirrors
 End-User Experience	Seamless and hardly noticed, things just work	Costly every time you see your IT guy/gal	See your IT guy/gal when you call him/her	See your resource once a month - email and remote support