



Service Rates

Effective 7/1/2024

At RockIT Solutions, we are committed to delivering value through our competitive service rates. Our pricing structure is designed with our client's financial health in mind. We offer a tiered rate system based on the complexity and urgency of the requests. Our goal is to provide cost-effective solutions that enhance operational efficiency without compromising quality. We believe in transparency and fairness in our pricing, as in all aspects of our service.

Service Rates

Work Role	Agreement Clients (Standard/Advanced)	Break-Fix Clients (Standard/Advanced)
Help Desk	Included	Not Included
Service Desk	\$150/\$225	\$180/\$270
After Hours	\$300/\$450	\$360/\$540
Delivery/Pickup	\$75	\$90

Standard vs. Advanced Rates

- The Standard Service Rate is designed for their routine requests and tasks. Priced competitively, it ensures affordability without compromising on service quality. This rate is ideal for businesses seeking regular IT support and maintenance.
- The Advanced Service Rate applies to more complex and urgent tasks. This includes high-priority issues, intricate system configurations, and emergency response services. While this rate is higher than the standard rate, it reflects the additional resources and expertise required to promptly and effectively address these advanced needs.

RockIT Solutions' commitment to transparency and fairness remains unwavering in both cases. Detailed breakdowns of charges are provided, ensuring clients understand what they're paying for. The aim is to deliver cost-effective, high-quality IT solutions that enhance their business operations and contribute to their financial health.