

# Services Drawdown Agreement



OPTIMIZING REVENUE. REDUCING COSTS. MANAGING RISKS.

AME's Services Drawdown Agreement is designed for senior level executives seeking to increase user productivity and budget predictable costs through a defined retainer. This program provides your firm access to key areas of support in order to maintain operational efficiency of your business' technology assets. You gain access to The AME Group's on demand support call center and your call automatically takes precedence over non-contract customers. If you use the retainer before your renewal date, don't worry. Being on an AME program entitles you to a preferred hourly rate for support services.

Benefits of our Services Drawdown Agreement include:

- **Ability to focus on core competencies.** By handing over non-core activities to a trusted advisor, your company can concentrate on activities central to your value proposition and increase your competitive positioning.
- **Faster and higher-quality service and improved efficiency.** Our best practices and methodologies translate into increased operational efficiency for your company. Service levels and customer satisfaction are aggressively tracked and success benchmarks are established.
- **Access to certified, experienced resources.** All of The AME Group's engineers are certified, receive 200 hours of training per year and are on a "one of a kind" Pay for Performance compensation package.
- **Improved predictability of costs.** Our program provides you a plan to budget for the management of all or part of your infrastructure. One key advantage of this program is that you can use the pre-defined retainer on any of our services and also to purchase any equipment.

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