

# Cobwebb Call Off

## Introduction

Cobwebb Call Off allows you to block purchase Professional Services to use as needed (valid for a period of 12 months). Once purchased, these hours are available whenever you need them and without the need to get separate internal purchase approval, giving you peace of mind that Cobwebb are available to support all your business needs.

## Key Benefits

- Support for out-of-project changes
- Facility for urgent document amendments
- Runs like a project but with additional flexibility
- Retains control on approval of requested work
- Gives you priority scheduling
- Allows agile process management
- Cover business-critical support when staff are on leave
- Support solutions where internal skill sets are not available
- Provide strategic consultancy services to support project process scoping
- Support underspend on IT budget allocations
- Order in a quantity to suit you (minimum 8 hour block)

## How does it work?

Following your request for services;

- We work with you to define your requirements
- Cobwebb provides
  - an estimate of time required
  - a defined specification
  - a project plan outlining time scales
  - details of any dependencies that require your attention
- Cobwebb manage the delivery in line with our standard project process
- You approve the work and we reduce your Call Off budget
- Cobwebb prioritises the delivery of the work in line with existing commitments

## Next Steps

Contact your Cobwebb Account Manager or our Customer Care Team on +44 (0) 1732 447900 who can provide you with a quote and answer any questions you may have.