

Moves, Adds, or Changes (MAC) Definition and Billing

What Are Moves, Adds, Or Changes (MAC)?

Moves, Adds, or Changes (MAC) are common terms used in the IT industry to describe the types of requests that clients make to modify their existing IT infrastructure or services. MAC includes but is not limited the following:

- Moves refer to relocating or reconfiguring existing IT equipment and/or data, such as servers, computers, printers, phones, or network devices, from one location to another within the same site or across different sites.
- Adds refer to installing or provisioning new IT equipment, software, applications, or services, such as adding new users, devices, licenses, or features, to the existing IT infrastructure or services.
- Changes refer to modifying or updating the settings, parameters, configurations, or functionality of existing IT equipment, software, applications, or services, such as changing, standard security policies, network settings, or software versions.

How Are MAC Billable to The Clients?

- The billing of MAC depends on the type, scope, complexity, and frequency of the requests, and the terms and conditions of the service level agreement (SLA) between EMT and the client.
- Some MAC may be included in the fixed monthly fee (eCare Flex agreement) that is charged to the client for the services, such as routine or minor changes that do not require significant time or resources.
- Some MAC may be billed separately as additional or variable charges, based on the time and materials required to complete the requests, such as complex or large-scale moves, adds, or changes that involve significant labor or equipment costs.
- Some MAC may be subject to a predefined fee schedule or quotation, based on the standard rates or estimates that EMT provides to the client for specific types of requests, such as installing new software or hardware, or relocating IT equipment.

