



SUPPORT SERVICES PORTFOLIO

With our PayPLUS support package option your business would benefit from this full range of services:

SERVERS

24 / 7 Server Monitoring

Every 15 minutes we'll:

- Check that your Server is up and running.
- Check that you can connect to the Internet.
- Check any or all of your Windows® Services - the vital components of your server's operating system.
- Test various network devices or remote offices that you need to do your work.
- Check TCP ports on your network, on other networks or at your ISP to make sure none are failing to respond.
- Check disk space to ensure it's below a set threshold.
- Check RAID devices to ensure that all disks are functioning correctly and data is safe.
- Check your website to ensure it's up and running and serving your customers.
- Check other devices by using the Server Network Management Protocol.

Every 24 hours we'll conduct a:

- Drive Space Consumption Check
- Antivirus Pattern File Check
- Microsoft Exchange Information Store Size (GB)
- Hacker Check
- Physical Disk Check
- Critical Event
- File Size Check

Maintenance of Users, Groups, Email Accounts, File Structures & Security

As part of this service we manage Active Directory on your Windows Server. This includes the upkeep of users on the system, creating groups to control security and working with you to create and maintain the file structure and security required.

Server - Service Packs & Patches

Updates and Patches are a vital part to the upkeep of your server system providing important software improvements or security fixes.

WORKSTATIONS

Workstation Health Check

Every 24 hours we'll

- Check that your Antivirus is up-to-date and keeping you safe.
- Check that your Windows® Services (the bedrock of your computer's operating system) are operating properly.
- Looks for unauthorized log in attempts and determines whether someone has been trying to hack into your systems.
- Check to ensure you have adequate disk space remaining.
- Check that your disks are healthy and there are no integrity issues
- Review Critical Event log entries and spots other issues.



Workstation – Service Packs & Patches

A vital part to the upkeep of your computer system providing important software improvements or security fixes.

IT SUPPORT

Helpdesk Login

You will be given full access to our helpdesk solution through our website and will be able to log support issues, purchase requests and/or questions.

Guaranteed Telephone, Remote Access and On-site Response Times

As part of every support package we offer excellent Primary and Secondary level response times for every client: Less than 30 minutes by phone and remote access. Less than 60 minutes if required, on-site (Milton Keynes only).

Blackberry / Windows Mobile - Support & Configuration

Reliance on Mobile Communications is becoming the norm. We can deliver and support both Blackberry and Windows Mobile devices.

Hardware & Software Support

This includes day to day support for PC and software problems AND the installation of new hardware and software, which can be a timely process and may require advice and planning. Fixed Asset Register through our Website Portal We offer a complete fixed asset register through our customer portal. You can log in to this from our website at any time to review hardware and software installed on all your machines.



IT SECURITY

Antivirus & Anti Spam software updates with definitions

With our system we check the virus definition against the Antivirus vendor to make sure you have the most up-to-date version.

Backup Monitoring, Disaster Planning and Testing

We offer a complete offsite backup facility including disaster planning. Each day you will receive a complete backup report from our system summarising the details of the last backup.

REPAIRS

Warranty Repairs / Repairs

Warranty returns of any hardware will be managed from start to finish by Any repairs not under warranty will be carried out by as part of this service (excluding parts)

REVIEWS

Quarterly Reviews of your System and New Technologies

We like to keep in contact with our customers and to do this we aim to hold quarterly meetings to discuss any new technologies that could improve your business and discuss any possible up and coming IT projects you may have for your business.

Staff Skills Assessment

We will perform a complete skills assessment of all your staff to ascertain what levels they are at in each of the 4 main office applications: Word, Excel, Outlook and PowerPoint. This will help you determine whether your staff requires any IT Training, which we would be happy to provide!

IT SUPPORT OPTIONS

A reminder of our support packages

Are you struggling to communicate with your current IT Support supplier? Would you like to stop worrying about your IT and spend more time running your business? Maybe your business has grown and your IT now requires professional management? Are you looking to reduce your IT budget whilst enjoying flexible payment options?

If you're confused about the amount of IT Support options that are available today, look no further.

At all of our clients benefit from the same response times via our Remote Access Support Service - less than 30 minutes by phone and 1 hour on-site*, if required. Now that's service! In fact, irrespective of which support option you choose, as a client you could benefit from our full portfolio of support services. We provide unlimited, effective support at a level we believe is essential for all critical business systems and aim to work with you to ensure you receive the service you require in a way you can afford.

1

Our PayPLUS Service allows you to pay a set monthly or annual fee that covers our entire portfolio of services, allowing you to budget effectively for your annual IT spend and leaving you confident that your systems are being constantly observed, managed and maintained.

2

Our Pay As You Go COMBI Service allows you to pay either monthly or annually for your business critical systems, such as servers. For all other support you Pay As You Go (see below). This option will appeal if you know that your day to day requirements are small but you would like peace of mind that the core of your business is safely managed.

3

Our Pay As You Go Service will appeal if your business either isn't large enough to warrant full-time IT Management or your IT requirements are minimal and you simply wish to pay for the support you receive as and when you utilise our services. There's no monthly contract fee, we simply record the work we do for you and then invoice accordingly.

*Milton Keynes only

For more information about this subject or other IT issues, please contact us.