

Support & Maintenance

3 levels of contract ensuring your business only pays for the cover it needs, from fault fixing only to complete IT outsourcing....

Gold

General Services

- ▶ Guaranteed response times
- ▶ Dedicated support number
- ▶ Contact engineer
- ▶ Dial in support
- ▶ Reduced rates for out of contract work & training
- ▶ Loan equipment during hardware repair
- ▶ Support for remote users
- ▶ Manage supply of replacement equipment & in warranty repairs
- ▶ Quarterly review/reports/statistics
- ▶ Pro Active support

Server Maintenance

- ▶ Anti-virus updates
- ▶ Backup monitoring/cleaning
- ▶ Event log checks
- ▶ Disk space/mirroring/RAID checks
- ▶ Resource monitoring – Memory / CPU
- ▶ Drive defragmentation
- ▶ Hardware performance testing
- ▶ Operating System maintenance – updates / service packs / security patches
- ▶ Security
- ▶ Administration
- ▶ Exchange Housekeeping
- ▶ Network monitoring

PC/Workstation Maintenance

- ▶ Anti-virus updates
- ▶ Event log checks
- ▶ Disk space monitoring
- ▶ Resource monitoring
- ▶ Drive defragmentation
- ▶ Hardware performance testing
- ▶ Operating system maintenance – updates / service packs / security patches
- ▶ Administration

Peripherals

- ▶ Printer cleaning & maintenance

Networking & Communications

- ▶ Management of networking resources
- ▶ Management of network cabling
- ▶ Management of WAN resources
- ▶ Internet, Intranet, Extranet & Email communication management & support

Options

General Services

- ▶ Out of hours support

Silver

General Services

- ▶ Guaranteed response times
- ▶ Dedicated support number
- ▶ Dial in support
- ▶ Reduced rates for out of contract work & training
- ▶ Manage supply of replacement equipment & in warranty repairs
- ▶ Quarterly review/reports/statistics

Server Maintenance

- ▶ Anti-virus updates
- ▶ Backup monitoring/cleaning
- ▶ Event log checks
- ▶ Operating System maintenance – updates / service packs / security patches
- ▶ Security
- ▶ Administration

PC/Workstation Maintenance

- ▶ Anti-virus updates
- ▶ Event log checks
- ▶ Operating system maintenance – updates / service packs / security patches

Peripherals

- ▶ Printer cleaning & maintenance

Networking & Communications

- ▶ Management & Support of networking resources
- ▶ Management & Support of network cabling & equipment

Options

General Services

- ▶ Remote users support
- ▶ Loan equipment during hardware repair
- ▶ Out of hours support

Server Maintenance

- ▶ Disk space/mirroring/RAID checks
- ▶ Resource monitoring – memory/CPU
- ▶ Drive defragmentation
- ▶ Exchange housekeeping

PC/Workstation maintenance

- ▶ Disk space monitoring
- ▶ Drive defragmentation

Networking & Communications

- ▶ Management & Support of WAN resources

Bronze

General Services

- ▶ Guaranteed response times
- ▶ Dedicated support number
- ▶ Reduced rates for out of contract work & training
- ▶ Manage supply of replacement equipment & in warranty repairs

Options

General Services

- ▶ Dial in support
- ▶ Out of hours support

Server maintenance

- ▶ Anti-virus updates
- ▶ Backup monitoring / cleaning
- ▶ Event log checks
- ▶ Administration

PC/Workstation maintenance

- ▶ Anti-virus updates
- ▶ Operating system maintenance – updates / service packs / security patches