

Support & Maintenance

www.aestech.co.uk

Providing a complete range of IT
Maintenance and Support services for the
small and medium sized business....



Access
Computing
Solutions
Limited

Support & Maintenance

What would you do if your PC crashed and would not restart or, worse still, your Company's Server? How much time do your staff waste because their PC's or software are not working correctly? Would you know what to do if your PC's were infected with a virus?



Access Computing Solutions offer a variety of maintenance contracts, giving you a choice of cover at competitive prices.

Contract Benefits

- Guaranteed response times
- Network support
- Parts inclusive options
- Telephone troubleshooting
- Remote support
- Preventative Maintenance visits

Whether you have one PC or a Client Server network Access Computing Solutions are on hand to provide help and advice when equipment fails, software crashes or simply when you need a helping hand.

Payable annually or by monthly installments, our contracts are customised to your requirements. Hours of coverage, response times, the equipment covered are all flexible to your requirements. As is the level of preventative maintenance, from six monthly PC and Server checkups to monthly visits to include Anti-virus updates, Software updates, backup checks and hardware performance checks.

Preventing Downtime

IT Support is not just about being there when things go wrong. By monitoring your Server and network on a regular basis we can prevent problems from occurring. Keeping an eye on hardware resources such as hard disk space and memory usage means that upgrades can be completed at convenient times and not in emergency situations. We can also track software licensing to ensure that your asset register is kept

up to date and your company is using legitimate, legal software.

How can we help you?

Our clients don't just benefit when things go wrong. As a contract customer you also benefit from up to 20% discount on any labour charges for work outside of the contract and exclusive special offers. Plus we are on hand to offer advice and guidance on all IT issues.

All contracts are based around one of three packages:

Bronze

Entry level support package providing guaranteed response times for equipment faults

Silver

Intermediate level support package incorporating a basic level of preventative maintenance and administration for your IT infrastructure

Gold

Complete IT outsourcing solution incorporating rapid response times, preventative maintenance, server monitoring and IT infrastructure administration & maintenance

For a **FREE** contract assessment, quotation or if you have an immediate problem call us on **01628 819500**, e-mail sales@acstech.co.uk or check our website at www.acstech.co.uk.

Microsoft
CERTIFIED

Partner

symantec

Symantec Silver Partner

McAfee
SecurityAlliance™
AssociatePartner

OKI
business
partner

FUJITSU COMPUTERS
SIEMENS
Channel Partner

Invicta
Wiz

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