



**IT SUPPORT CONTRACTS** offer cost effective peace of mind and the back up you need to keep your business systems in tip top condition.

**FLEXIBILITY** we will tailor our services to suit your needs. If you have specialist support requirements, we can work with you to develop a custom support contract.

## UNLIMITED SUPPORT

A typical support package may include the following:

### Features

Unlimited telephone support

Unlimited remote access support\*

Discounted standard call-out rates

\*Broadband and suitable network infrastructure required

## BENEFITS

- **UNLIMITED TELEPHONE SUPPORT** Need help, then give us a call. No need to worry about monthly support call quotas; log as many support calls per month as you need.
- **UNLIMITED REMOTE ACCESS SUPPORT** Got a computer problem and need help, invite one of our skilled engineers to connect to your PC through a secure Internet connection. It's just like having your own IT support staff on site but without the cost.
- **DISCOUNTED CALL OUT RATES** Our remote access service cuts support costs by reducing the need for on-site call-out. When you do need an on-site visit, you will be entitled to a 25% discount on our standard call out rates.

## PRICING

Every contract is tailored to individual business needs so prices will vary.

The price for the typical support package already illustrated can be calculated using the following:

Number of workstations x £15 = Monthly support cost

Suppose you have 5 PCs, your monthly support cost would be £75

Please note that servers, printers, etc. will contribute to the monthly total.

## "IT for Business"

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