

Managed Services –Telephone Helpdesk and Remote Support

Our responsive helpdesk, accessed via a telephone support helpline, offers a single point of contact for our friendly and experienced IT hardware and software support engineers. We are Microsoft Certified Partners, Networking Solutions and Small Business Specialists.

Using innovative technology from LogMeInRescue, we can offer remote control access to all PCs which have internet access. This facility allows us to respond and resolve minor network/PC issues more quickly, saving you the inconvenience and cost of a site visit.

Day-to-day **Help Desk** activities can include:

- ✓ new user account set-ups and old user account administration, ie-setting passwords
- ✓ logging in locked out users
- ✓ resolving minor printing and networking issues
- ✓ identifying possible hardware failure and liaising with warranty suppliers (where appropriate)
- ✓ delivering post-sales support
- ✓ troubleshooting email and ADSL connection issues
- ✓ supporting remote users
- ✓ translating error messages
- ✓ co-ordinating site visits or remote work where required

¹For a monthly fee you can call us anytime Monday to Friday during business hours to get help to sort out that printing problem!

Monthly fees² for the helpdesk are as follows:

SOLO	5 Users	10 Users	15 Users	20 Users	+20 Users
£65	£75	£100	£125	£150	POA

All prices are ex VAT

¹A Help Desk subscription does not take the place of routine maintenance of your system, or cover hardware failure, new equipment installation, training requirements or IT consultancy. You will be informed if after investigation chargeable remote work or a site visit is required to resolve the issue.

²A time limit of 20 minutes per incident will apply. Any remote work taking longer than 20 minutes per incident or onsite work resulting from a telephone support request will be chargeable at our rate of £65.00 per hour + VAT.

The Telephone Helpdesk service combined with our Server Monitoring service can provide you with the services of an IT department for a reasonable monthly payment.

Our **Business Grade ADSL**, **Web Hosting** and **Server Hosting** provides a complete package for robust and reliable IT infrastructure tailored to fit your business and supplied by Microsoft Certified Partners and Small Business Specialists.

