

## Proactive Support Contracts

We have been offering proactive support contracts for customers of all sizes for many years. Our business is to support your business.

All our customers can log requests for assistance between 0800 and 1800 Monday to Friday, with the option for extended hours.

### What are proactive support contracts?

Whether you are looking for a professional organisation to look after your infrastructure or you simply need to update your IT equipment, a proactive support contract will offer you as much or as little assistance as your business requires.

### Who do proactive support contracts work best for?

Proactive support contracts work for any business. We can act as your IT department, or alternatively if you have an Internal IT department, we can free up resources, cover during holidays or extended leave and enhance skills.

### What does a proactive support contract include?

We recognise that every business has different, unique needs, when it comes to their IT which is why all support contracts are tailored to suit the individual needs of your business. However, all of our Business IT Support packages do include:

- **A dedicated Technical Account Manager**  
Whilst we have a UK based helpdesk that iron out day-to-day issues, our Technical Account Managers will be your first point of call when things go wrong and will coordinate projects on your behalf.
- **Remote Monitoring**  
We are able to monitor your systems remotely which means we are able to fix many issues before they become major problems. We will email everything we monitor to you in a clear, easy to read report.
- **Pro-active on-site visits**  
We will visit your offices to carry out regular checks that would be impractical to carry out remotely. A report will be provided that will help you to make clear, informed decisions about your business' IT.
- **Unlimited on-site engineer visits**  
We will visit your offices an unlimited number of times to resolve issues that cannot be resolved over the telephone or remotely.
- **Regular strategy meetings**  
Regular strategy meetings will be carried out at your office to discuss the previous support and help you plan for the future.

### CONTRACT SUPPORT

Charges are per month based on the number of servers, workstations and peripherals and are payable monthly in advance. A service level agreement is provided.

You will be additionally billed for any parts used

	Paid by DD	Paid on Invoice Submission
Each server	£45.00	£49.00
Each workstation	£10.00	£11.00
Printers / NAS Devices / Backup Units	£7.50	£8.25
Routers, hubs, switches & other networking equipment	£5.00	£5.50
Charges for consultancy activity will be charged monthly in arrears based on the following scale :		
First Hour	£65.00	£75.00
Each subsequent 30 minutes	£32.50	£37.50

### FAQ's

- *What is a strategy meeting?*

A strategy meeting allows your account manager to frequently review the way we provide support to you as a business. They will also highlight any new products or services and give innovative ideas which may enhance your business.

- *Is there a minimum term for your contracts?*

Yes. Our contracts are for a minimum of 12 months, with a 90 day cancellation period.

