

Even the smallest of Businesses can have the **BIGGEST** IT issues

Whether you are a new start-up or an existing business with an internal IT department, we can provide ad hoc assistance or schedule regular visits either to compliment your existing function or provide full management of onsite IT requirements. Our IT solutions drive improved productivity and user satisfaction by enabling the smarter use of devices.

Cheaper than any IT Team.



Packages

Bronze

Basic coverage with different levels of support: Firewall, Router, Printer and Mobile Device Support.

- Low Business impact client machine cover.
- Low Business impact server cover.
- Network Switch Support.
- Firewall Support.
- Unlimited Remote Support.

Silver

Keep operations up to data and secure with test recovery process and monthly IT System status reports.

- Medium Business impact client machine cover.
- Medium Business impact server cover.
- Test Recovery Process
- Network Switch Support

Gold

Higher level of support, with added extra feature of proactive remote monitoring and fortnight proactive visits.

- Higher Business impact client machine cover.
- Higher Business impact server cover.

Platinum

Offers our highest feature-rich high-level support.

- Critical Business impact client machine cover.
- Critical Business impact server cover.
- Weekly Proactive Site Visits.
- Temporary Equipment Loan Service.
- IT Policy Creation.

Included Features

Telephone Help Desk and
Remote Support

Routine Maintenance*

System Recovery and
Disaster Recovery

Installation & Upgrades

Break & Fix Options

Site Visits*

*Dependant on package, subject to Terms and Conditions.

Outsourcing the IT support function can be a major cost saving to a business. Not only this, but it offers peace of mind that your entire infrastructure is constantly monitored, kept up to date and that you have an entire support team to fall back on whenever you need it.

**1 Month Free IT Support
with a 12 Month Contract**

Free IT Health check

Terms & Conditions Apply



Solution	Bronze	Silver	Gold	Platinum
Business impact client machine cover	Low	Medium	High	Critical
Business impact server cover	Low	Medium	High	Critical
Network switch support	✓	✓	✓	✓
Firewall support	✓	✓	✓	✓
Router support	✓	✓	✓	✓
Printer support	✓	✓	✓	✓
Mobile device support	✓	✓	✓	✓
Backup process design & maintenance	✓	✓	✓	✓
Test recovery process	✗	✓	✓	✓
Unlimited remote support	✓	✓	✓	✓
Network switch support	✗	✓	✓	✓
Proactive remote monitoring	✗	✗	✓	✓
Proactive site visits	✗	Monthly	Fortnightly	Weekly
Monthly IT system status report	✓	✓	✓	✓
Free installation of hardware	✓	✓	✓	✓
Full case tracking solution	✓	✓	✓	✓
Temporary equipment loan service	✗	✗	✗	✓
Strategic planning for your IT infrastructure	✓	✓	✓	✓
Proactive account reviews	✓	✓	✓	✓
IT policy creation	✗	✗	✗	✓