



MAINTENANCE PLANS

IT AUDIT "HEALTH CHECK"	HELP DESK	** REMOTE CONTROL
<p>A thorough and documented Audit of your IT Systems. Essential in developing a programme tailored to your business needs. Find out how we will keep your IT systems healthy.</p> <p>This first step is free of charge with no obligation and is carried out prior to entering into a contract.</p>	<p>Our Help Desk is staffed, business hours, with experienced and helpful engineers. Our engineers can provide you with an immediate response to your problem. Benefit from monthly helpdesk reports which can highlight training requirements of the users.</p>	<p>Using the latest remote control software we will remotely be able to solve your problems quickly and hassle free.</p>
ONSITE SUPPORT	SERVICE REPORTS	HARDWARE AND SOFTWARE SCOPING
<p>A qualified Computerheads engineer will visit your premises to perform tailored maintenance procedures. This time will also be used to address any immediate ad-hoc issues or IT related problems experienced by your staff.</p>	<p>Each month we will provide a Service Report detailing the services provided during the month by your onsite engineer and account manager. It will also detail any issues that need to be addressed in the following month.</p>	<p>Take advantage of our skilled engineers' knowledge to scope exactly what you need in terms of hardware and software. We can also recommend some Hardware providers to give you great deals.</p>
STRATEGIC IT REVIEWS	"COMPUTERTALK" NEWSLETTER	FREE COMPUTERGRILL SEMINARS
<p>As your business grows your IT requirements will change. We like to look at the "big picture" and hold regular reviews with you to talk about your <u>business</u> and assist you with making the right technology decisions in the future.</p>	<p>Our regular and informative newsletter is full of tips and useful information on how to get the most out of your PC and Network resources.</p>	<p>Want to know how technology can add value to your business? What latest cutting edge technology is available? Our regular seminars are a great way to keep informed.</p>

Plan	Service	Help Desk	Remote Control**	IT Strategy	Service Report	IT Review	Hardware Scoping	News Letters	Education Seminars
SOHO (5 PC's)	2 hrs/ every 2 nd month	30 mins		√	√	√	√	√	√
Bus. (10 PC's)	4 hrs/ month	40 mins	√	√	√	√	√	√	√
Bus. Plus (15 PC's)	5 hrs/ month	60 mins	√	√	√	√	√	√	√
Bus. Adv. (20 PC's)	1 day*** a month	60 mins	√	√	√	√	√	√	√
Premier (30 PC's)	2 days a month	90 mins	√	√	√	√	√	√	√

** 1 day = 7.5 hours

NB if you have over 30 users Computerheads design a custom plan.