

Could your business survive a system crash?

Would your organisation be fully operational without email?

Is your data protected from viruses and malware?

Is your IT System running slowly?

Would you like Technical Assistance on tap?

Let our experts deal with your IT problems - helping you to free up the time to get on with your business

Our Support Contracts provide the following core elements:

Coverage: Three levels of cover to suit your business needs.

Response: Three levels of cover allow you to decide the most appropriate response times for your systems and organisation.

Resolution: Three levels of cover allow you to decide which is the most appropriate for your organisation.

Remote Support: Be safe in the knowledge that unlimited remote support is just one telephone call away.

On-site Support: Support at your place of business is included FREE within our Support Contracts.

Web Portal: Provides the ability to log and monitor calls and shows free hours onsite, hours used, etc.

Monthly Report: The report gives a clear statement of services / support rendered, and offers advice to keep your system running at optimum levels.

IT SUPPORT A complete service to suit your needs

Timely Software Updates and Fixes

We keep you updated so that you will always have the latest, most bug-free software available.

Assurance of Proper Data Backup

We will make sure that your data is backed up regularly and properly, so that you won't have to worry about losing important records and information.

Monthly Virus Protection Updates

Virus protection software is useless if it is not properly configured and updated regularly. We will make sure that you receive monthly virus signatures to detect and protect your systems from the latest viruses.

Identification of Problem Areas before Catastrophe Strikes

We will monitor your systems and identify and correct potential problems in order to avoid costly crashes and down time.

Extensive Knowledge and Expertise

Our technicians are always happy to answer your questions, as well as providing useful tips and advice for problem-free computing.

System Performance Monitoring and Tuning

We will keep your systems running at optimal efficiency, increasing the productivity of your users and helping your entire operation to run more smoothly.

Have a Technician "on Staff" at a fraction of the Cost

Our Support Contracts give you all the benefits of having an IT professional on staff without the associated extra costs of employing someone.

Users of our IT Support Contracts get the added advantage of access to the best prices and advice for all their IT purchases including: Hardware, Peripherals, Software (inc. Renewals) and your everyday Consumables from Complete Source

(Sometimes the personal touch really helps)

Remote and Onsite Support included

(Call me as many times as you need to)

Unlimited Support Calls

Support your
IT System from
£15 per PC

"MIX and MATCH"

Choose a Support Service
to fit your requirements

Complete Source offer three different levels of support, however, you are welcome to "mix and match" your support level.

For instance: Your Server maybe critically important to you, so it would be essential to choose the highest level of support available, however, your PCs (whilst needing support) may not be as vital to your operation, so you may want to decide to choose a lower support level for them.

It's about getting the optimum level of cover at the most cost efficient price.

	<u>BRONZE</u>	<u>GOLD</u>	<u>SILVER</u>
COVERAGE	9 by 5	8 by 6	9 by 5
RESPONSE	4 HRS	1 HRS	2 HRS
RESOLUTION	24 HRS	4 HRS	8 HRS
REMOTE SUPPORT	9 by 5	8 by 6	9 by 5
ONSITE SUPPORT	Included	Included	Included
WEB PORTAL	Included	Included	Included
MONTHLY REPORT	Included	Included	Included
BANK HOLIDAYS	Excluded	Included	Excluded

Interested?

Why not arrange for one of our friendly Advisors and Technical Staff to visit your business for a **FREE, No obligation "IT Health Check"**

Need more information? We can discuss a service that best suits your organisation's needs; a service that helps you to spend more time on your business whilst letting our experts optimise your IT. **Call today for your FREE, No Obligation "IT Health Check" and further advice.**

Already Supported? Call or email us with your renewal date and we will contact you a bit nearer the time to discuss your requirements.

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