



Professional and dependable
IT SUPPORT SERVICES



No more IT headaches, we can support you remotely or on-site. You pay us to own your problems!

Our remote support is charged in 30mins units. You purchase the Units in advance and then we provide support services and we charge you from the total units. Any remaining units can be used within the term time.

IMPORTANT

We are not responsible for the protection of the data on your computer(s) or any loss of that data resulting from any work undertaken. It is your responsibility to ensure you have a backup of you data BEFORE we perform any work on your computer(s).

Prepaid Remote Support

15 Hours	£525	(£35 per hour)
25 Hours	£755	(£30 per hour)
50 Hours	£1250	(£25 per hour)

Minimum service time is 0.5 hours other condition may apply

Prepaid Support Hours are valid for a period of twelve months from the date of purchase. All units are valid for 12 months from purchase.

Internet connection is required. In the event if we are unable to resolve your problem remotely, you will get 20%

Pay Monthly Remote Support

£4 per Smartphone/PDA	(minimum 12 month contract)
£8 per Router/Network device	(minimum 12 month contract)
£8 per printer	(minimum 12 month contract)
£10 per PC/Laptop	(minimum 12 month contract)
£35 per server	(minimum 12 month contract)

**** In the event if we are unable to resolve your problem remotely, you will get 25% discount for onsite support**



Onsite Support

Labour Charge - £50 p/h	(minimum 2 hours)
Half Day Engineers rates (up to 4 Hours):	£160 (£40 per Hour)
Daily Engineers rates (up to 8 Hours):	£280 (£35 per Hour)

All onsite visits need to be booked in advance. Urgent support will be charged at £100 per hour with 2 hours minimum charge)

We also facilitate IT needs for business events through out Europe. For more details regarding your requirements, please contact us.

IT Training

IT training per session for group of 5 users (3-4 hours) - £250 minimum depending on numbers training

