

Introducing the ITC Computer Care Plan

Do you regularly spend precious time trying to fix a problem with your laptop or accessing your email account?

Is your frustratingly slow PC having an impact on your productivity?

Ever had that sickening feeling when your computer crashes and you haven't backed up?

Key Points:

Fast response times

Proactive Monitoring & Management

Direct contact with your team

Systems stay up-to date and secure

Upgradeable, scalable solutions

Predictable IT budgeting

Monthly activity reports

Excellent value for money

Covered by our 100% Satisfaction Guarantee

“
Thank you for the speedy, professional response solving our computer problems. The problem was fixed within a matter of minutes over the phone. Fantastic service.”

Peace of mind from ITC

Allow ITC to take care of your IT systems. Our proactive support guarantees that

- Your systems are monitored to keep them performing at their best
- Documents, accounts, databases, and client data is safe
- Upgrades or fixes are identified and implemented without interruption of service
- Downtime and problems are averted.

As a care plan client, you'll receive the highest priority, with the majority of incidents responded to within an hour. Technicians are available during office hours (9am-5.30pm, Monday to Friday) excluding UK bank holidays, and out of hours work can be arranged.

Each of our care plans includes Remote Technical Support so your computers are maintained by our engineers at all times. Enjoy all the benefits of an in-house IT department, at a fraction of the cost.

We offer a range of care plans, designed with flexibility to add extra benefits as your business changes.

Monitoring

With no disruption to your working day, we monitor hardware performance and capacity using a discreet piece of software installed on your system. We also check the status of your antivirus software, make sure your backups are up to date, and instantly detect any threats to the security or availability of your computers, documents and email servers.

Constant monitoring and automated alerts help us stay informed about how your system is performing, and to **prevent problems** before they arise.

For information, sales or advice, please contact us:

ITC
Basepoint, Andersons Road
Southampton
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SO14 5FE

t: 023 8024 9820
e: info@itcweb.co.uk
w: www.itcweb.co.uk

ITC have a proven track record of offering unparalleled levels of IT service & support to small & medium sized businesses. Our unique approach to customer satisfaction ensures that all problems are dealt with quickly and professionally.

Managing

Take a moment to think what would happen to your business if your documents or email data was lost or unavailable. It's rare, but not worth the risk to your revenue or reputation. We'll schedule regular reviews of your backup processes so that you know you have a current copy of your data that can be restored instantly.

To protect you from malicious security risks and to enhance team productivity, all plans include web filtering. We'll also take care of any software updates and licensing.

Supporting

We're on the end of the phone or email when you need us during your working day. You can also give our engineers remote access to your PC to fix problems as you sit at your desk. Full reports are available for activity, backups, uptime and security tasks.

All Computer Care clients receive Priority Response and, depending on the plan selected, a guaranteed response time of between 1 hour and 1 working day.

Securing

For a minimal extra investment, you'll receive the best level of protection for your computer, using the latest technology to include antivirus software and malware cleanup, anti-spyware and an online backup facility.

Carrying confidential or sensitive data? If your laptop is lost or stolen, we can wipe its contents remotely, wherever it is - and you can sleep soundly at night!

Call us now on 023 8024 9820 or email sales@itcweb.co.uk to find out how we can save you time and money, while you focus on your business.

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PC/Laptop Care Plans (Windows XP/Vista/7)

Computer Care Plan	Basic Assist	Priority Support	Proactive Management
Monitoring:			
Hardware & Software Inventory	Yes	Yes	Yes
CPU, Memory, Disk Space Monitoring	Yes	Yes	Yes
Performance & Availability Monitoring	No	Yes	Yes
Monitoring AntiVirus & Backup Software	No	Yes	Yes
Monitoring of system updates	No	No	Yes
Monitoring of critical services & event messages	No	No	Yes
Managing:			
Monthly Microsoft Patch Management	No	Yes	Yes
Weekly Disk Defragmentation	No	Yes	Yes
Basic Web Filtering (network level)	No	Yes	Yes
Software License / Code Logging	No	No	Yes
Quarterly Email Archiving (Outlook/Exchange)	No	No	Yes
Advanced Web Filtering (network level)	No	Optional	Optional
Supporting:			
Priority Telephone & Remote Access Support	Yes	Yes	Yes
Guaranteed Response Time (working hours)	8hrs	4hrs	2hrs
Remote Support Incidents per Calendar Month	2	4	Unlimited
Free Time Allowance per Incident	15mins	30mins	Unlimited
On-site Callouts Included	No	No	Optional
Advanced Virus & Malware Cleanup	No	No	Yes
Lost Laptop 'Remote Wipe'	No	No	Yes
Reporting:			
Monthly Activity Reports	Yes	Yes	Yes
Monthly System Uptime Report	No	Yes	Yes
Monthly Software & Patch Management Report	No	Yes	Yes
Additional Ad-Hoc Reports	No	No	Yes
Investment (per system per month)	£11	£18	£26
Securing: Optional System Security Add-Ons			
NOD32 AntiVirus & MalwareBytes AntiSpyware Software	Yes		
Online Backup *	2 GB		
System Security Investment (per system per month)	£8 (30% Saving)		

*Additional resources available for low monthly investment; please ask for details.

All prices exclude VAT @ current rates.

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Server Care Plans (Windows 2003/2008/2011 inc SBS)

Computer Care Plan	Basic Server Assist	Priority Server Support	Proactive Server Management
Monitoring:			
Hardware & Software Inventory	Yes	Yes	Yes
CPU, Memory, Disk Space Monitoring	Yes	Yes	Yes
Performance & Availability Monitoring	Yes	Yes	Yes
Monitoring AntiVirus & Backup Software	Yes	Yes	Yes
Monitoring of system updates	Yes	Yes	Yes
Monitoring of critical services & event messages	Yes	Yes	Yes
Monitor Company Website & ADSL Uptime	No	Yes	Yes
Managing:			
Monthly Microsoft Patch Management	Yes	Yes	Yes
Weekly Disk Defragmentation	No	Yes	Yes
Basic Web Filtering (network level)	Yes	Yes	Yes
Software License / Code Logging	No	Yes	Yes
Quarterly Email Archiving (Outlook/Exchange)	No	No	Yes
Advanced Web Filtering (network level)	No	Optional	Optional
Server Backup - Disk to Disk (Fully Managed)	No	Optional	Yes
Server Backup - Off site D/R Copy with Virtualisation	No	No	Optional
Supporting:			
Priority Telephone & Remote Access Support	Yes	Yes	Yes
Guaranteed Response Time (working hours)	4hrs	2hrs	1hrs
Remote Support Incidents per Calendar Month	Unlimited	Unlimited	Unlimited
Free Time Allowance per Incident	30mins	60mins	Unlimited
On-site Callouts Included	No	No	Optional
Advanced Virus & Malware Cleanup	No	No	Yes
Reporting:			
Monthly Activity Reports	Yes	Yes	Yes
Monthly System Uptime Report	Yes	Yes	Yes
Monthly Software & Patch Management Report	Yes	Yes	Yes
Additional Ad-Hoc Reports	No	No	Yes
Investment (per system per month)	£84	£112	£130
Securing: Optional System Security Add-Ons			
NOD32 Server & Exchange AntiVirus (inc 10 Mailboxes*)	Yes		
Online Backup *	20 GB		
System Security Investment (per system per month)	£40 (33% Saving)		

*Additional resources available for low monthly investment; please ask for details.

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