Our premium support package is designed for businesses that have very specific IT support needs.

If you need the ultimate tailor-made IT solution, then we can help. Whether it's early call out hours, regular on-site visits or any other special requirements, you can depend on us to provide you with the most in-depth service at a competitive rate.

Software Support
1. 1 – 4 Hour Response to all Server and System Critical Software Faults.
2. 1 – 8 Hour Response to all workstation and non Critical Software Faults.
3. Unlimited Remote Support, Monday to Friday 9.00am to 5.00pm excluding bank holidays.
4. Unlimited Callouts, Monday to Friday 9.00am to 5.00pm excluding bank holidays.
5. New user creation, permissions changes for users or data and all other forms of network administration. There is no guaranteed response time to this as it is administration; however we will aim to have dealt with this within 24 hours.
6. All Servers are configured for daily monitoring to include the following,
   o Antivirus – Monitored to ensure both servers and workstation are always up to date with the latest antivirus virus signatures and any problems highlight will trigger an automatic support request.
   o Backups – Both onsite and offsite backups are monitored to ensure regular success and any problems highlight will trigger an automatic support request.
   o Server performance is monitored daily including, hard disk usage, exchange email database size, network performance and Microsoft patching.
7. Software Support for Servers includes
   o All Server software faults including third party applications such as backup software, Antivirus.
   o Catastrophic Failure requiring a complete server restore and the reinstatement of all services, third party apps and stored data.
8. Software Support for Workstation includes
   o Network or Standalone Antivirus (Product will be client specific)
   o Network Access – PC/Laptop cannot connect to the server resources, emails are not being received, unable to connect to printers.
   o Email access through Microsoft Exchange/Outlook and POP3 accounts and through any email client
   o Catastrophic Failure, requiring the complete reinstallation of PC/Laptop
   o General System Performance such as slow applications
9. Virus and Spyware Removal in the event of a localised or network wide outbreak.
10. Restoration of single or multiple files from active backups.
11. Third party applications i.e. sage is supported with no guaranteed response time as the vendor of the application may be required to provide assistance. Again we will aim to resolve such issues within 24 hours.
12. All hardware faults will be diagnosed and any required hardware will be quoted accordingly.
13. Mobiles devices such as Blackberries and iPhones, once set up are supported for connectivity and service failures. Errors requiring vendor intervention may require client assistance.

Hardware Support
1. In addition to all elements covered by the software only contract all hardware will be replaced like for like from individual components to complete servers and workstations. This includes: Monitor, keyboard, mouse.

Items not covered under contract are as follows:
- Renewal of Software, Licenses and maintenance contracts provide by the product vendor such as care packs, email and domain hosting packages, antivirus and mail scanner licensing etc.
- Equipment refurbishment
- Any new installation of software and hardware
- Any new installation or replacement of mobile devices (Blackberries and iPhones)
- The repair or replacement of Printers