

Support Options

We provide both software and hardware maintenance with instant access to our Microsoft Certified Engineers & Apple Professionals.

Features	Purchase Hours in advance	Premium Annual Support	One of incident
7hrs for price of 6	●		
Service Desk Support 9-5	●		
Unlimited Service Desk Support 24/7		●	
Network Management and support	●	●	●
Onsite Hardware & Software Support	●	●	●
Patch & Upgrade Support	●	●	●
Email Support	●	●	●
Asset Management		●	
Email Management		●	
Unlimited Remote Management of PC's		●	
Microsoft Exchange Server Management		●	
3rd Party Software Administration		●	
ISP Management & Support	●	●	●
Sage & Iris Accounts Software Support	●	●	●
Security Management		●	
Cloud Management		●	
Backup Administration		●	
Microsoft and Apple Support	●	●	●
Disaster Recovery Service	●	●	●
Scheduled onsite visits		●	
Consultative support on new technologies		●	
On-site support within 4hrs		●	
Telephone support within 1hr		●	

We also offer a 'floor walker' package.

One of our friendly engineers will attend your site to fix any IT issues and provide advise or answer to any concerns.