



## **Supporting your IT system – *supporting your business***

### **ITBC Offers:**

- IT consultancy and a comprehensive support network, covering the vast majority of small business IT solutions in the marketplace.
- Established IT support business based on considerable experience with over 300 clients spanning 12 years.
- Wide knowledge base of IT solutions, covering implementation to full support.
- Advanced troubleshooting resources including network, computer & software fault diagnostic tools and a data disaster recovery service.
- British Computer Society professional membership
- Microsoft partner business critical support
- Experts exchange international forum support
- IT advisor through Business Focus and L.E.G.I. schemes

### *Contact Details:*

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## **Solving Your IT Support Problems**

ITBC provide a comprehensive range of IT services for small businesses, with IT solutions and support that grow with your business, provided by a diversely skilled network of IT specialists.

ITBC are proud of the fact that on average each of our 300+ customers to date have returned to use our services over five times! Our objective is to maximise the benefits of proven IT technology for small businesses; from home offices with one or two PC's, through to networked offices with up to fifty PC's.

### **ITBC support solutions realise the following business benefits:**

- Comprehensive IT support with cost effective 'pay per use' support options, covering a wide range of applications and operating systems to help keep your business operational
- Fully secure IT systems using proven market leading solutions
- Cost effective implementation of new technology such as small business server, remote access and mobile email
- Proactive support option - taking responsibility for subscription renewals, maintenance checks and upgrades
- Preventative maintenance - unique 18 point check identifies potential problems before they occur
- Swift professional response to problems and fast track to proven solutions, therefore minimising down time through faster problem diagnosis and resolution
- Planned monthly support option with low 1 month's notice commitment to change
- Professional impartial advice on proven small businesses solutions, providing a high return on investment
- Advice in plain English with clear documentation of complex problems where required & liaison with service providers to resolve technical issues, leaving you to concentrate on your business.



## ITBC Support Options

### Option 1

#### **DIAMOND BUSINESS SUPPORT – Cutting edge cover on a rolling monthly agreement.**

Diamond support is an ideal solution for businesses requiring a comprehensive support option, provided by highly skilled IT professionals, with first priority response and a next day on-site agreement. The only commitment is to purchase as little as two hours per month and hours can accumulate until required.

- Guaranteed next day on-site emergency cover with fast initial response to urgent problems
- First priority response
- Low monthly outlay with unused hours carried forward
- Commitment to purchase as little as 2 hours per month on a rolling monthly basis
- Banked hours can be used for on-site visits and remote support, covering a wide range of IT installations and support issues, as well as purchasing advise and step by step task instructions
- Covers advanced server and security support, with installation from specialist engineers at the same fixed low hourly rate
- Complete support cover from a network of IT professionals, including consultants, senior engineers and support technicians.
- Outsourced helpdesk for fast-track telephone and remote support.
- Pro-active quarterly visit option
- Remote control support – any PC, anywhere, in under a minute!
- Initial diagnostic preventative maintenance / consultancy advice session - 18 point check

### Option 2

#### **LIGHT USER SUPPORT AGREEMENT – Cost effective Small Business IT support cover.**

Option two offers IT support for Small Businesses and Charities through a simple low cost support unit scheme. A number of pre-paid support units are purchased, with each unit covering 10 minutes remote support time. On-Site support where required, is then charged at the prevailing hourly rate less 10% and there is also a next day on-site emergency cover option, with first priority response.

- Low cost prepaid remote support unit package
- 10% off all on site charges, as and when required
- Covering a wide range of IT installation and support issues, as well as purchasing advise and step by step task instructions
- Remote control support – any PC, anywhere, in under a minute!
- Priority response - with next day on-site emergency cover and priority response option
- Initial diagnostic preventative maintenance / consultancy advice session - 18 point check
- Pro-active quarterly visit option
- Links to wide range of partner IT providers for additional services and support e.g. advanced server and firewall security support at cost

ITBC also offers standard IT support on a 'pay as you go' best endeavour response, at a competitive standard hourly rate.

*Further information on the support cover provided, is detailed on the Diamond Support & Support Unit agreement forms.*