

Fast and Easy Computers



IT Support
based in
Stockport

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Guaranteed Response Support Package

Guaranteed Response is our support package designed for users who wish their desktops, laptops, phones, and possibly servers and networks to be professionally maintained and monitored, with a guaranteed onsite response should the need arise.

What's included:

- Remote phone support
- Remote support via remote login
- IT advice via email or phone
- Windows and application patch management
- PC hardware monitoring
- PC software monitoring
- Anti-virus security monitoring
- Managed anti-virus
- Online backup with 28 day retention (optional)
- Assistance with cloud services (including phone access)
- Discounted onsite charges
- Onsite callout by next business day guarantee.
- Callout travel charges (covered within package)
- A yearly onsite planning meeting
- Server monitoring (optional)
- Network monitoring
- One free onsite visit of up to 2 hours annually

What's not included:

- Half yearly onsite planning meetings.
- Onsite callout within 4 business hours.
- Two free onsite visits annually of up to 2 hours each
- 4GB online backup per user
- Additions to hardware, reinstallations, offsite servicing, replacement equipment
- Onsite time in excess of the free onsite hours.



Guaranteed Response Service Level Agreement

We aim to begin resolving most incidents as soon as possible from contact over the phone or via our ticketing system. For contact via phone we can usually start diagnosis and remote support immediately. Should there be no technicians currently available we aim to get back to you within the hour (business hours) to begin diagnosis.

Incidents raised as tickets will be initially worked upon within a 4 hour period, so for urgent requests please call us.

Onsite callout

During our business year (Mon-Fri, excluding bank holidays and a Christmas break), after initial phone diagnosis and remote help, we will attend your premises to investigate problems and begin a solution before the end of the next business day of us talking.

Monthly pricing

We currently charge £30+VAT plus £15+VAT for each user/seat including our business class managed anti-virus product.

Server support and monitoring is available at £45+VAT per server

Online backup with 28 day retention of versions, is charged at £1+VAT per GB backed-up.

Definitions

- **Remote phone support:**
We provide fully qualified IT technical assistance to resolve problems over the phone during business work hours and an emergency phone service at other times on a call back basis.
- **Remote support via remote login:**
We can remote login to your systems with your assistance to help solve problems directly on the machine, using a shared experience remote login product.
- **IT advice via email or phone:**
We answer questions regarding your systems and software and can point you towards solutions where we don't have direct knowledge.
- **Windows and application patch management:**
We monitor and pre-test the latest Windows patches before deploying them to your systems, we do the same for other common updates to products such as Java, Flash etc
Patching prevents most back door attacks which target systems which are not kept up to date.
- **PC hardware monitoring:**
Our monitoring software reports back current and historic hardware faults so in most cases we can proactively fix such problems before a full failure or disaster.
- **PC software monitoring:**
As with hardware monitoring most software systems can be fixed when they start developing errors rather than completely fail.
- **Anti-virus security monitoring:**
Checking that anti-virus products are installed and up to date.
- **Managed anti-virus (optional):**

A service which provides an anti-virus product that reports what it finds, if it has been recently updated and if a scan has been missed. This adds an extra check to security which we can follow up with users.

- **Online backup with 28 day retention (optional):**
An incremental backup service sold by the amount of storage used, with 28 days retention which allows older versions of files to be recovered in case of errors, as well as the most recent.
- **Assistance with cloud services including from mobile phones**
We assist with email services, ADSL queries, phone internet, phone apps and email services
- **Standard hourly rates for onsite callout:**
Currently this is £60+VAT local to us or £65+VAT per hour in central Manchester.
- **Standard callout charge based on distance:**
We charge a callout fee based on distance which relates directly to the time we travel to your premises.
- **Onsite callout within a guaranteed time window.**
Please see the Service Level Agreement section
- **Free yearly onsite planning meeting:**
We will attend your premises or another local location to discuss the planning of how you use your current IT and what other services and equipment could be useful to your business
- **Discounted onsite charges:**
With higher level support packages onsite charges are discounted (usually 10%)
- **Callout travel charges (covered within package):**
We don't charge time or distance for callouts to a specified location
- **Server monitoring:**
Servers need more monitoring and are critical to business. Various extra measures and features are available to keep these running and their backups current.
- **Network monitoring:**
More extensive networks involving routers, firewalls and larger switches need to be monitored and attended to keep them working well.
- **Free onsite visits of up to 2 hours each:**
Guaranteed Response plans have one free onsite attendance included.

Payment

The Guaranteed Response plan is based on support paid in advance via monthly direct debit. To set up the plan we would send you a direct debit mandate (normally online) to make adding/removing users and services easier to manage. We claim the cost of the package via direct debit and send you receipts each month for tax purposes.

Termination of contract

Either of us can terminate cover with 1-month notice. There is no long-term tie in.

Some Exclusions

Force Majeure might prevent us attending onsite or conducting remote support. An internet connection is also generally required for most interactions other than phone support (often phone support can get the internet working again).

