

Fast and Easy Computers



IT Support
based in
Stockport

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Comparison of Support Packages

| | Remote Support | Guaranteed Response | Priority Response |
|---|----------------|--------------------------|-------------------------|
| Remote phone support | Unlimited | Unlimited | Unlimited |
| 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 | | | |
| Assistance with cloud services | | | |
| Managed business class anti-virus | | | |
| Discounted onsite charges | | | |
| Callout travel charges (covered within package) | | | |
| Free onsite planning meetings | | Annual | Bi-annual |
| Server monitoring available | | | |
| Network monitoring | | | |
| Free onsite visits of up to 2 hours annually | | 1 | 2 |
| Onsite callout guaranteed response time (SLA) | Non-guaranteed | By end next business day | Within 4 business hours |
| Online backup with 28 day retention (optional) | £1 per GB | £1 per GB | 4GB/user included |
| Basic price each month excluding VAT | £0 | £30 | £60 |
| Monthly price excluding VAT for each user | £12.50 | £12.50 | £14 |

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.
- **Assistance with cloud services including from mobile phones**
We assist with email and sharing services, ADSL queries, phone internet, phone apps and similar.
- **Managed anti-virus (optional):**
A service which provides a business class internet security 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.
- **Discounted onsite charges:**
With higher level support packages onsite charges are discounted (currently a 10% discount)
- **Callout travel charges (covered within package):**
For Priority Response and Guaranteed Response packages we don't charge for time or distance for callouts to a specified location.
- **Free onsite planning meetings:**
Keeping your systems up to date and planning for the future is important. 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.
- **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. Please contact us for pricing.
- **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:**
To cover some un-avoidable onsite visits we provide some free onsite attendance with Guaranteed Response and Priority Response plans.
- **Onsite callout guaranteed response time.**
Please see the Service Level Agreement section below.

- **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.

Currently this is at £1+VAT per month per GB backed up. Gold plans have a generous 4GB per user of backup included (aggregated over the organisation); great for mobile workers.

- **Basic price**

This is the price for providing the package excluding the price per user. E.g. a Silver support and maintenance package with 4 users is £30+ 4 x £12.50 =£80+VAT/month

- **Price per user**

This is the price of providing the services in the package beyond the basic services.

We assume a user to have at most one mobile device, one desktop device and a smartphone.

Extra devices beyond this may incur extra charges.

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 (silver package) or within 4 business hours (gold package).

Bronze packages do not have an onsite response time guarantee, but we would still aim to visit onsite if required.

Exclusions to plans.

Our plans are designed and priced for maintenance and support rather than covering every eventuality and upgrade. For this reason additions to hardware, reinstallations, offsite servicing, replacement equipment and the like are not included in the price. Time onsite beyond any included in Silver and Gold plans is also not budgeted in and is at an extra charge. We can provide a fully inclusive service by arrangement, please call us for details if you need this fully fixed price option.

Payment

Our pricing is based on support paid in advance via monthly direct debit.

To set up the plan we will 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 agreement

Our plans are provided with 1-month notice for either party. 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).