Fast and Easy Computers

IT Support based in Stockport

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Comparison of Support Packages

Below is a comparison list of the free services included with each business support plan.

Support	Remote	Extended	Complete
Unlimited remote phone support (business hours).	✓	✓	✓
Unlimited support via remote login (business hours).	✓	✓	✓
Help with tablet and phone setup, including data and email access	✓	✓	✓
IT advice via email or phone, including on security and GDPR.	✓	✓	✓
Assistance with cloud services, including Office365 + Teams.	✓	✓	✓
Assistance with home working setups.	✓	✓	✓
Guaranteed tiered response times		✓	✓
Out of hours emergency support			✓
Security	**Remote**	**Extended**	**Complete**
Windows and application patch management.	✓	✓	✓
PC hardware and software monitoring.	✓	✓	✓
Anti-virus security monitoring (i.e. is it working).	✓	✓	✓
Managed business class anti-virus + DNS protection.	✓	✓	✓
Cloud server level, extended spam and phishing protection.			✓
Management	**Remote**	**Extended**	**Complete**
Technical and budget reviews and planning via Zoom or Teams.		✓	✓
Virtual CIO role (we sit in on your meetings giving advice/reports).			✓
Security incident management i.e. fraud, hacking investigation.			✓
File and Permission systems planning			✓
Asset management reporting			✓

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Training	Remote	Extended	Complete
User on-boarding	✓	✓	✓
End user training.			✓
Security awareness training.			✓
Services	**Remote**	**Extended**	**Complete**
On-going machine servicing and optimisation.	✓	✓	✓
Changes, additions, moves and removal of users.	✓	✓	✓
Managed Microsoft (office) 365 cloud, email and storage.		✓	✓
Microsoft (office) 365 standard desktop licenses (for 5 devices).		✓	✓
Automatic cloud to cloud, data, email, contacts backup.		✓	✓
Backup monitoring.		✓	✓
Monthly human backup recovery testing.		✓	✓
Emergency loan machines.		✓	✓
Free of charge onsite callouts when remote won't do.			✓

	Remote	Extended	Complete
Monthly price per user with 1 PC/MAC each month excluding VAT	**£16.67**	**£40**	**£75**
Discounted yearly price per user with 1 PC/MAC each year excluding VAT	**£184**	**£432**	**£750**
Extra PC/MAC/Laptop monitored for same user (monthly)	£8.33	£10	£10
Discounted Extra PC/MAC/Laptop monitored for same user (yearly)	£92	£100	£100

Specific items can be added to a plan on an ad-hoc basis (e.g. office and cloud-cloud backup for a remote plan). Please contact us for details.

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Optional extras: (all prices below excludeVAT)

Onsite SLA:
Onsite callout within a specified time window (SLA).
      By end of next day onsite callout £50+VAT
      Within 4 business hours onsite callout £100+VAT

Servers:
Server monitoring and maintenance (on-premise or in-cloud)   £100+VAT/server/month.

Network infrastructure:
We include basic network cover as standard, however larger installations with multiple switches and access points are charged at £60/month

Email signatures
Multiple device, company wide email signatures to one or more fixed templates, Each email from whatever device has the same authorised company template signature. £2 user/month

Security awareness campaigns and simulated phishing
Simulated phishing and staff security awareness training £120+VAT (one off presentation, included in complete plans) then £1.50/user/month

Password Management
Across all devices password management £4/user

<u>Telecoms Equipment and licenses:</u>

We can also provide professional quality IP phones and licenses with advanced facilities such as call redirections, call groups (multiple people on one number), dnd redirections, call transfers, answerphones, multiple outward calls on 1 line, softphones for offsite use etc.

    IP phone license
    with 2000 minutes a month to mobiles and landlines (premium numbers chargeable),
    £12 month per license (3-year contract) or £15 month (1-year contract).

    Call queuing service
    Have a queue set up for telecoms phone number groups £2.50 per user/per month

    Softphones
    Allowing PCs, laptops or Macs to operate as phones using facilities of the phone system including monthly minutes and call facilities. £2.50 per user/ per month, great for remote workers, working with a PC/laptop/Mac headset.
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    Smartphone apps
    Allows smartphones to use all the features of the phone system, £2.50 per user/per month

    Fibre to cabinet broadband to support the phones
    1 to 3 year contracts from £37-£57 month including line rental. With the 3 year contract you get phone hardware for free (e.g. Polycom VVX 450 or Yealink W52p).

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