



# Customer Support Services

## General Services Provided

We have over 14 years experience in the Information Technology industry and can provide you with a fast and reliable support service.

Our customers range from simple peer-to-peer networks to larger customers with 100+ PC's. We support several customers using Wide Area Networking technologies to connect several sites together.

We also support, install and upgrade, Workstations, Servers, Microsoft Windows 2000, XP, NT, Exchange 2000 and 5.5, Kerio Mail Server, SQL, IIS, Terminal Server, Small Business Server 2000 and 4.5, Windows 95/98/ME, Office 2000, XP, Word, Excel, PowerPoint, Access and Outlook, Norton Anti Virus 2002/2003, Norton Anti Virus Corporate Edition, Backup Exec and other software solutions.

We can also provide solutions for ISDN, ADSL, SDSL and Leased line (Private Circuit) in addition to web site hosting, co-location or dedicated server hosting.

## Telephone and On-site Support

Our normal working hours are 9am to 5:30pm Monday to Friday excluding public holidays. To reduce disruption to customer networks due to upgrades and installs we often work out of normal working hours by prior arrangement.

For technical support issues a call should be logged by telephone or email. Problems should be categorised according to their seriousness.

The table below provides an outline of our response times and the methods of contact. In the majority of cases our response times exceed the 'ideal' times but we cannot guarantee that support can be provided in the 'worst case' times, although every endeavour will be made to do so.

Problem Type	Reporting Procedure	Ideal Response Time	Worst Case Response Time
<b>System Wide or server failure</b>	Telephone	2 hrs (working)	6hrs (working)
<b>Individual Machine failure</b> – user has no means of working	Telephone	4 hrs (working)	Next working day
<b>Individual Machine Problem</b> - not stopping user from working completely	Telephone	Next working day	2 working days
<b>Individual</b> - User needs additional facilities or new software installed	Telephone or Email	2 working days	5 working days
<b>Informational Only</b> - Minor	Email	As and when	As and when
<b>Preventative Maintenance</b> – With prior customer agreement if network or PC downtime is required	Email	As and when	As and when

## Consultancy and Planning

As your company expands and your IT requirements change, we are available to assist and advise you on solutions to enhance your existing systems. We always work to provide you with the latest advances in technology that would benefit your business.