

Business Support Plans

Do you wish you could discover a reliable, cost-effective way to deal with all the technical computer issues that crop up leaving you free to run your business?

Our wide range of flexible support and maintenance contracts provide you and your business with a fixed fee solution to your IT needs, keeping your costs low and controlled.

Having a business support contract is like having your own professional IT Support department, ready to help at any time, but without the usual associated high costs.

Everything you need to keep your IT equipment safe, secure and trouble free as well as performing at its peak. Our selection of support contracts can meet all your IT requirements whenever and wherever you are.

What are the benefits to you?

- A fixed fee, so no surprises — you know what your IT spend will be per year
- Peace of mind
- Consistent and expert IT support at an affordable price
- Computer equipment is safe, secure and trouble free

Our Business Packages include:

- Unlimited telephone help and advice from our technicians
- Instant remote technical support or help via e-mail
- Complete diagnosis and troubleshooting services
- Out-of-hours support line manned by technicians
- On-site visits by a trained technician to resolve problems that can't be dealt with remotely or by phone (a visit fee applies)
- **FREE labour for PC repair (saving of €65 per hour)**
- **Emergency call-outs and priority repairs**
- **Antivirus software subscription**
- PC clean and optimisation for all your PCs to increase speed and performance

Available Services

- Access to technical support (incl. telephone help & remote access during normal working hours)
- Out-of-hours support via Premium Rate line
- Out-of-hours support by dedicated technician
- On-site support (visit fee applicable)
- Standard response time
- Priority repair at our office
- Emergency call-outs per month
- Antivirus software license
- Full PC physical cleaning (**saving of €35**)
- PC Loan while yours is being repaired
- Number of PCs per contract
- Maximum number of additional PCs
- Additional PC fee/month
- Monthly fee
- Quarterly fee
- Annual fee
- Payment Terms

SOHO Business

✓
✓
✗
✓
2 working days
✓
1
✗
✓
✗
2
2
€22.00
€49.50
€148.50
€594.00
Quarterly

Basic Business

✓
✓
✓
✓
1 working day
✓
1
✓
✓
Subj. availability
2
2
€27.50
€104.50
€313.50
€1,254.00
Quarterly

Pro Business

✓
✓
✓
✓
Within 24 hrs
✓
3
✓
✓
Subj. availability
2
4
€33.00
€247.50
€742.50
€2,970.00
Monthly

Total Business

✓
✓
✓
✓
Same day
✓
4
✓
✓
within 24 hrs
2
6
€38.50
€495.00
€1,485.00
€5,940.00
Monthly