Network Computing
SUPPORT SCHEMES

We ensure our customers can focus on running their business without having to worry about their IT network. We are there for the unexpected, we are there for the reassurance, we are there for the solution, we are there for you. Reassuringly we enjoy very low customer attrition which we put down to our service commitment, quality management, and our genuine interest in the long-term development of each customers' IT investment.

It is the policy of Network Computing to endeavour to respond to customer queries swiftly and in a professional manner. We are proud of our workforce at Network Computing, our technicians are both friendly and approachable and although extensively experienced and knowledgeable, will always use a non-jargon approach towards technical enquiries.

Our support schemes are designed to be simple in principle, effective in operation, performance orientated, yet with 'easy-in, easy-out' terms so you are not 'locked-in' should circumstances change.

Building on our extensive experience, we operate three complementary and competitively priced IT Support Schemes nominated **Adept**, **Essentials** and **The Works**, structured to accommodate Small and Medium Business networks with the ability to scale up or down cover to your requirements.

NEW FOR 2014
PAY & USE SUPPORT

Response when you need it without the commitment. We wanted to assist corporations who would benefit from more flexibility and a no tie in pay scheme. Network Computing have introduced **Adept**, a tariff for businesses requiring very occasional network support. Support time is allocated for use as-and-when and is **available on an hourly tariff or make a saving with blocks of 5 hours**.

Adept

PAY AND USE FOR FLEXIBILITY

✓ PAY AND USE

✓ AD HOC SUPPORT

BEST FOR OCCASIONAL ASSISTANCE

If your business requires only occasional IT support our Adept Network Technical Support offers simplicity and great value. There's no monthly outlay and assistance is only provided when a specific problem or task arises. This flexible Pay As You Go service covers Help Desk and On-site support.

CALL US ON 01732 522225 TO FIND OUT HOW WE MAY BE ABLE TO SUPPORT YOUR BUSINESS IT NETWORK

NOMINATED TECHNICIAN

Knowing your business, people and systems, we can provide better support and advice - that's why we nominate Primary and Secondary Technicians to work with you.

Essentials

AN ASSURED RESPONSE

- ✓ ASSURED RESPONSE
- ✓ HELP DESK SUPPORT
- ✓ ON SITE SUPPORT
- ✓ QUICK ASSIST
- ✓ NOMINATED TECHNICIAN
- ✓ MONITORING OPTIONS

COST EFFECTIVE REGULAR SUPPORT

To maintain a regular network support system for your business, our Essentials scheme provides an assured response to daily issues and in addition to our Adept scheme options, our cost effective Essentials includes free support with our bonus Quick Assist and additionally you'll be provided with nominated primary and secondary Technicians. This solution provides you with an assured next working day response to serious problems at a competitive rate.

QUICK ASSIST

Telephone and email support that takes less than 3 minutes is FREE!

The Works

MONTHLY PRE-PAID HOURS SAVINGS

- ✓ FASTEST RESPONSE
- ✓ SERVICE LEVEL AGREEMENT
- ✓ HELP DESK SUPPORT
- ✓ ON SITE SUPPORT
- ✓ QUICK ASSIST
- ✓ NOMINATED TECHNICIAN
- ✓ MONITORING OPTIONS
- ✓ SCHEDULED SITE ATTENDANCE

BEST FOR BUSINESS CRITICAL NETWORKS

This scheme offers an all round winner for your business ensuring regular scheduled site attendance in addition to your Help Desk support enquires.

The Works scheme provides our fastest response backed by a Service Level Agreement (SLA). Further savings can be made through the inclusion of pre-paid hours each month.

In addition to our network monitoring options, organisations have the added peace of mind for those all too often unexpected emergencies, that an optional extended 'out of hours' support is also available to ensure minimal business disruption.

MONITORING

With our Network Response Service your critical server and subsystems are checked at regular intervals '24 hours a day, 7 days a week'. Issues are advised or alerted depending upon severity.

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