

Direct IT Support: Comprehensive Package

Service Overview

This package consists of unlimited telephone and online support as well as unlimited engineer call-out visits to the client site for those faults that require attendance on-site.

This package is well suited to businesses that are particularly reliant on their IT functioning and need either remote or on-site support as soon as possible.

Which support does this include?

- A weekly server check to highlight any potential issues
- A quarterly site visit to assess the IT network for any updates and potential problems
- Correcting technical faults for servers and workstations
- Replacement and supply of parts and labour for servers in need of repair
- Assisting with software problems e.g. technical faults and malfunctions
- Identifying the source of network problems and issues
- Identifying the source of internet access and shared file access problems
- Answering general IT queries and offering advice on the best solutions
- Advising on technical developments and future trending e.g. alerting you to more suitable anti-virus protection, email providers, business IT methodologies

The service includes unlimited support in the above areas, amongst others, between Monday-Friday within the hours of 9am-5pm. We are dedicated to ensuring that your problems are responded to within 4 hours of being notified. For problems that are not able to be resolved remotely, on-site support is included within the package.

How PCM solve technical problems from afar

Our technicians are able to access your workstations through the use of our website. When a problem arises, they will direct you to a page on our website that enables you to login with a 6 digit pin code, provided over the phone. Prompts are shown on screen for the user to follow; within 60 seconds our technicians will see your screen enabling them to locate the cause of the problem.

This enables quick resolution; our technicians will also give you advice about the potential causes of the problem and how to avoid it in the future.

Pricing

There is a base rate monthly charge of £200 per month based on 1-5 users and one server. Each additional user is £30 per month and each additional server is £50 per month.