

Servicing

Software Support and Servicing

Most businesses come to depend on their computers these days. No matter how good your systems things will go wrong, leaving you and your business in limbo.

We will correct most of the usual problems, and get your system up and running again, so that you can again focus on your business.

We can also arrange for regular periodic preventative maintenance and trouble-shooting visits to ensure that your systems are running smoothly and to address any concerns or problems which individual users may have.

We can solve and help prevent your problems.

- Support provided on Microsoft and Linux server and desktop operating systems
- Annual contract or ad hoc. Contract customers receive discounted charges and preferential service.
- Support provided by telephone, email and on-site - tailored to meet the customers requirements. Additional free on-line support through the Forum and Help and Advice sections.

Re-active support includes:

- E-Mail / Internet Problems
- Network Problems
- Backup Incomplete
- PC Crashing
- Printer Connection Issues
- Server Crashing

Pro-active support includes:

- Monitor Server Disk Space
- Mailbox Maintenance
- Network/Server Performance
- Software Patch Deployment
- Anti Virus Update Checks
- Add/Delete New Users
- Install/Setup New Equipment
- Internal Equipment Moves
- Verify Backup inc. Tape Restore
- Flexible payment options

Hardware

We regard Software Consultancy and Support as our core activities, but we are also equipped to undertake basic hardware repairs and upgrades, including fault finding. If a problem is beyond our resources, we will direct you to where you can get assistance.