

## IT Bromley & Croydon

### Supporting your IT systems supporting your business

#### ITBC Offer

IT Consultancy and a Diversely Skilled Support Team Covering a Wide Range of SME IT Solutions

Established IT Business With Over 250 Customers Each Returning on Average 5 Times.

Wide Knowledge Base of IT Solutions & Resources

Advanced Troubleshooting Resources Including Network, Computer & Software Fault Diagnostic Tools, Plus Operating System Based Utilities and a Data Disaster Recovery Service.

BCS Professional Membership

Microsoft Partner Business Critical Support

Experts Exchange International Forum

A Business Focus IT Advisor

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## IT Bromley & Croydon – Solving Your IT Support Problems

ITBC offer a comprehensive range of IT services for small businesses, with IT solutions and support that grow with your business, provided by a diversely skilled team of IT specialists.

ITBC are proud of the fact that on average each of our 250+ customers to date have returned to use our services five more times! Our objective is to maximise the benefits of proven IT technology for small businesses; from home offices with one or two PC's, through to networked offices with up to fifty PC's.

ITBC support solutions realise the following business benefits:

- ✔ Comprehensive IT support with cost effective support options, covering a wide range of applications and operating systems to help keep your business operational
- ✔ Fully secure IT systems through using 'best of breed' products
- ✔ Cost saving implementation of new technology such as small business server and broadband routing
- ✔ Proactive support option - taking responsibility for subscription renewals and patch management
- ✔ Preventative maintenance - unique 18 point check identifies potential problems before they occur
- ✔ Swift professional response to problems and fast track to proven solutions, therefore minimising down time through faster problem pinpoint and resolution
- ✔ Planned regular IT monthly support cost option with low 1 month's notice commitment to change
- ✔ Professional impartial advice on proven solutions for small businesses, facilitating the best long term return on investment
- ✔ Advice in plain English with clear documentation of complex problems where required & liaison with service providers to resolve technical issues faster, leaving you to concentrate on your business.

## ITBC Support Options

### Option 1

#### Diamond Business Support – Cutting Edge Cover With Low 1 Month Commitment

Diamond support is an ideal solution for businesses requiring a highly skilled comprehensive support team with a guaranteed first priority telephone and on-site response agreement. The only commitment is to purchase as little as two hours per month and hours can accumulate until required.

- ✔ Guaranteed next day on-site emergency cover with >2 hour initial response
- ✔ First priority response
- ✔ Low monthly outlay with unused hours carried forward
- ✔ Commitment to purchase as little as 1 hour per month on a rolling monthly basis
- ✔ Allows up to 8 hours remote support per year inc. advice on wide range of IT issues, application problems, purchases and remote task instructions
- ✔ Covers advanced server and security response / installation from specialist engineers at the same fixed low hourly rate\*
- ✔ Complete support cover from a network of IT professionals, including consultants, senior engineers and support technicians.
- ✔ Pro-active quarterly visit option
- ✔ Remote access support option
- ✔ Initial diagnostic preventative maintenance / consultancy advice session - 18 point check

\* travel supplement may apply in some cases

### Option 2

#### Light User Support Agreement – Cost Effective IT Support Cover For Smaller Businesses

Option 2 offers IT support for smaller businesses on a support unit basis. A number of pre-paid support units can be purchased, with each unit lasting for up to 20 minutes remote support time. On-Site support is then charged at the prevailing hourly rate less 10% where required and there is a guaranteed next day on-site emergency cover option, with a 2 hour initial response time.

- ✔ Low cost prepaid remote support unit package
- ✔ 10% off all on site charges, as and when required
- ✔ Advice on wide range of IT issues, purchases, application problems, remote task instructions
- ✔ Remote access support option
- ✔ Priority response - usually next day on-site emergency cover with 2 hour call back
- ✔ Initial diagnostic preventative maintenance / consultancy advice session - 18 point check
- ✔ Pro-active quarterly visit option
- ✔ Links to wide range of partner IT providers for additional services and support e.g. advanced server and security support at cost

ITBC also offers standard support on a 'pay as you go' best endeavour response at a competitive standard hourly rate.

Further information on the support cover provided is detailed on the Diamond Support & Support Unit agreement forms.