

SpearSupportIT

Keeping IT Working

SpearSupportIT
Service Overview v1.0

With the increased dependence on IT for business we have developed SpearSupportIT - an on-demand solution that proactively keeps your PCs, laptops, networks and servers up-to-date and working efficiently leaving you free to focus on the core areas of your businesses.

Every business suffers from computer problems; they regularly crash, systems freeze or hang, viruses and hackers attack your PCs and documents get corrupt and lost. This directly impacts on your business productivity

– **with SpearSupportIT these risks are reduced!**

Because your business is individual, you need a **flexible support package**. Whether you have a single PC, a larger network with PCs and Servers or a number of remote workers who are out in the field we have a scalable solution for you.

What is SpearSupportIT?

SpearSupportIT is an IT maintenance service that provides corporate-level IT support at prices your business can afford. You will benefit from gaining access to **your own outsourced IT department** when you need it and without adding to your employment overheads. Your computers are **monitored 24x7** by the SpearSupportIT software and our team of experts proactively fix issues, in most cases before they even become apparent. The system is completely transparent meaning you can see exactly what our technicians are fixing.

What are the costs?

Because we offer a monthly service plan there are no **large upfront costs**, you simply pay on a monthly basis for the number of machines that need supporting. Our modular pricing means you can **mix and match** the service based on your actual requirements – not what we think you need.

What do you get for your money?

Outsourced IT Department – Our Technical Assistance Centre team are all qualified to at least **Microsoft Certified Engineer** level. We also have technicians with specific expertise including Cisco; Astaro; Kaspersky and all of the other Spear services.

Because there is a **multiple resource at your disposal** you do not have to worry about your level of support during holidays or sickness!

Quick Installation and Configuration – We will completely take care of the installation and configuration of the system for you. Our solution can be **set up in minutes*** meaning there is minimum disruption to your business.

Flexible IT Support – Our service coverage is Monday – Friday 8:30 – 17:30 (extended service available as an additional option). If you experience a problem with your systems you can contact our technical team via our SpearSupportIT **Hotline**, via **Email** or through our integrated and user-friendly **Ticket Reporting** system – meaning you can report a fault at any time 24x7.

24x7 Monitoring – SpearSupportIT **monitors** your system performance **24x7**. Our technicians will then **fix issues** during your service hours, in most cases **before they even become apparent** to the user.

Secure Protection – You can enable or disable the remote access part of the system on individual machines putting you in control and allowing you to view when the remote technician is fixing PCs and networks. We can also provide a security guarantee.

Patch Updates – We will make sure your **Microsoft Windows** Operating systems are kept **up-to-date** as Microsoft release updates. We will ensure patches are applied at the right time, **without affecting machine usage**.

Automated Software Updates – The SpearSupportIT software only needs to be installed once. Any updates will be carried out automatically without additional costs, ensuring you benefit from the most **up-to-date support** and software improvements.

Performance Reporting – Depending on your requirements and the number of PCs using the SpearSupportIT service we provide you a **performance summary** with a system health score so you can see that we are maintaining and **improving** the performance of your systems.

* Time taken is dependant on the number of PCs and laptops and if they are connected via a network.

For more information on our services and to view our online presentations visit

www.spearsupportit.com

Policy Management – You can define network and Internet usage policy giving you control over business activity. Although this element of the service does not have to be implemented it could be used to improve productivity by **reducing “cyber slacking”**. For example, you may wish to restrict Internet access to certain times of day only or block employees from using a particular software application.

Microsoft Software Licence Checking – As pirate software continues to spiral and the punishments for non-compliance increase - we will check your machines and the numbers of software licences you have. This can then be compared against your software purchases so you can prevent any unnecessary action.

Hardware Audit Reporting – Our SpearSupportIT solution will provide a **system audit summary report** as part of the original set up. This enables us to know exactly how your systems are set up so we can provide the best level of support. As an additional service you can also request a comprehensive system audit at any time.

Temporary File Cleansing – Monthly deletion of temporary files from PCs.

Additional Options:

Microsoft Office – We will provide reactive support for your Microsoft office applications including Microsoft Word, Excel, PowerPoint and Access. You can rest assured that whenever you report a fault you can log your issue and our team will be on hand to fix it for you.

Remote Access – Gain **access to your PC** or Laptop **from anywhere** with an Internet connection, giving you real-time access to your systems anytime, **when you need it!**

Complete Hardware Audit Reporting – You can benefit from a comprehensive system audit giving you a **full asset inventory listing** including individual components as required, making insurance and upgrade planning easier. This is available on request.

Extended Support Service Options - If required, you can upgrade to the extended service coverage to Monday – Friday 7:30 to 19:30 giving you the support coverage to suit your operating requirements. Other extended service options may be available on request.

Managed Antivirus – Antivirus protection for your PC's, Laptop's & Server's **configured and kept up-to-date by experts** – utilising our industry leading virus protection.

Managed Firewall – As part of our complete IT management & security solution we will completely take care of providing and managing your SpearFirewall solution. You will have peace of mind that you are **protected from IT and Internet security threats**.

Server Options – SpearSupportIT **proactive** and reactive IT support and maintenance for Microsoft Exchange, Microsoft SQL and Microsoft Small Business Server.

What do you do next?

All you need to do now is **contact Spear** via **Email to sales@spearsupportit.com** or on our **Customer Hotline 0870 766 2478** and we will be happy to arrange an appointment for one of our local representatives to visit your business.

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