

PROTEC

Making IT Simple

Bringing simplicity to computer support and maintenance

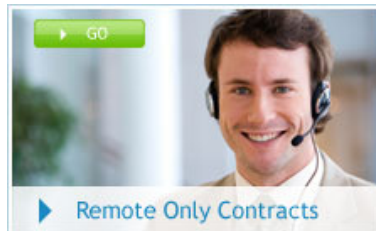
Ad Hoc Services



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Remote & Onsite Contracts



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This PDF is best viewed at 100% zoom

www.ProtecIT.co.uk

Covering Bracknell, Slough, Maidenhead, Windsor, Reading, Wokingham, Camberley and surrounding areas

Ad-hoc Services

**Getting your most important business tools
back up and running.**



We understand computers are an important business tool and with over 10 years computer and networking experience we can provide computer and network repair services to keep your business up and running.

A few of the things we do

- Computer Installations
- Desktop PC Repairs
- Viruses \ Spyware removal
- Wireless Network Problems
- File & Printer Sharing
- Broadband Setups \ Migrations
- Data backups
- Hard Drive problems
- Home working \ Mobile email
- Data Recovery

Support in minutes not hours

We have remote repair tools that connect to your computer across the internet. It's safe, secure and easy to use. No longer will you need to wait for an engineer to travel to you.

We are reliable and professional and being backed by Microsoft training, we ensure you receive the highest level of technical service.

Prices

- | | |
|-----------------------------------|----------------|
| Onsite call out charge | - £70 per hour |
| Remote Repair \ Telephone Support | - £40 per hour |



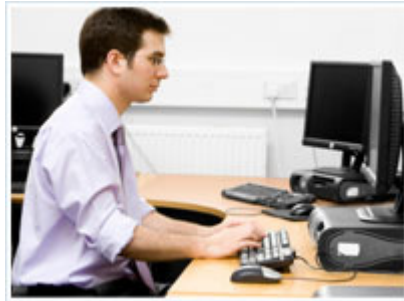
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Call us now +44 (0) 1344 876 123

Installations & Upgrades

From cardboard boxes to fully functional systems, leave it with us.



Which is best for our business?

With such a wide range of IT tools and technologies in the market it difficult to work out which ones will help drive your business forward.

What we do

We listen to our clients business needs and offer technologies and IT solutions to make them happen. We focus on business productivity, information accessibility and reliability and not making you the most high tech business on the block. We organise and manage the complete process from idea to delivery.

- Server \ Network Installations
- Computer Rollouts
- Remote Email \ Mobile Email
- Wired and Wireless Networking
- Internet access (ADSL\SDSL)
- Remote working (VPN)
- Office to office connections
- Network Attached Storage
- Network security Implementation
- Hosted small business servers

Small Business Servers

We specialise in Microsoft products, particularly Windows Small Business Server. SBS gives you all the functionality normally reserved for large companies. The server will allow up to 75 users and has all the functionality of email, file sharing, backup system, internet sharing, calendar sharing, mobile email and much more...



Drop us a line, we can show you how a small business server can help increase your business productivity and communication channels, not only with your staff but also your clients.

Top 10 benefits of implementing a small business server. Visit our Ad-hoc services section at www.ProtectIT.co.uk and click **Small business server installs.**

Support & Maintenance Contracts

Protect your business with our prompt, professional and pro-active support services

From live monitoring to monthly health check visits, our maintenance contracts ensure you have total peace of mind that your systems are being monitored, maintained, protected and supported.

(Live) Monitoring your network 24/7

Working proactively we monitor your systems, anticipating problems and resolving them before they impact your business.

(Daily) Daily backup monitoring

Our systems check your nightly backup and instantly alert us to any failed or incomplete backups.

(Daily) Server status reports

Our systems will collect data on your server status for the last 24 hours allowing us to keep on top of any problems.

(Fortnightly) Fortnightly server health check

Our engineers manually remotely run maintenance tasks on your systems to ensure the highest levels of security, performance and stability for your business. You will receive a confirmation email detailing the checks.

(Monthly) Monthly onsite engineer visits*

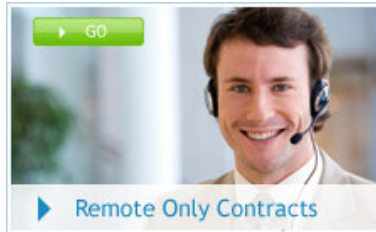
Your dedicated Microsoft qualified engineer will attend site at a time to suit you. The engineer will perform a 25 point health check of your systems and confirm the results with you. * - Included in the Remote & Onsite contract only

(6 Months) IT Review meeting

To ensure your getting the most from your support and we're providing the right services for your business we meet with you to discuss your IT infrastructure.

Support & Maintenance Contracts Remote Only

Remote proactive maintenance backed up with support when you need it most



Popular with smaller businesses who need computer support whilst to working to a budget, Remote Only covers all your computers, laptops, networking devices and servers.

Taking care of your network

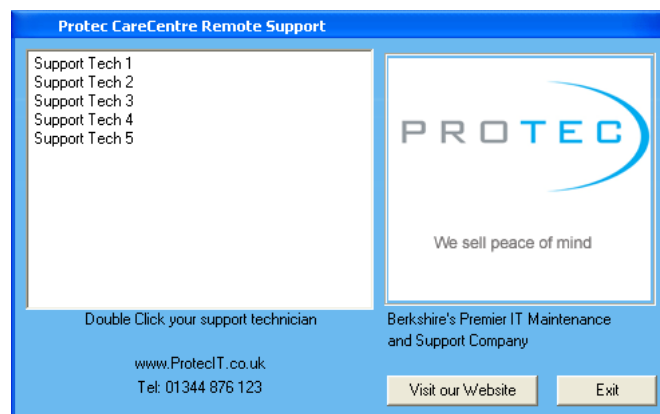
We provide proactive maintenance of your network and server equipment ensuring they're operating to their optimum performance. We also run Live Remote Monitoring tools from our office, which allows us to keep an eye on your network and respond quickly to problems, sometime before you even know they've happened.

Help when you need it most

Using our bespoke secure remote support tools our engineers can provide support and maintenance of your entire network without having to visit your offices. Fixes in minutes not hours.

Support in an instant

Once you're a Protec client simply click the Live Remote Support link on our website and instantly be connect to a Microsoft qualified support engineer, saving you time and money.



Our Remote Only packages are the perfect service for businesses that need professional fixes and need them quickly.

Support & Maintenance Contracts

Remote & Onsite

Remote & Onsite maintenance and support to keep your business up and running



Popular with our larger clients our Remote & Onsite contract includes all the proactive maintenance of a remote contract with the addition of unlimited onsite support.

Onsite support to protect your business

If our engineers are unable to repair your equipment remotely we'll promptly attend site to perform an onsite repair. Our engineers are professional, polite and well experienced in their field meaning you get a premier service every time.

Proactive Maintenance

A dedicated engineer will be assigned to monitor and maintain your systems. This includes daily checking of server logs, remote maintenance performed fortnightly and a monthly onsite visit to perform a 25 point network health, ensuring your IT infrastructure remains reliable and secure.

Help when you need it most

Using our bespoke secure remote support tools our engineers can provide support and maintenance of your entire network without having to visit your offices. Fixes in minutes not hours.

Support in an instant

Once you're a Protec client simply click the Live Remote Support link on our website and instantly be connect to a Microsoft qualified support engineer, saving you time and money.

Our Remote & Onsite packages are the perfect service for businesses that need proactive maintenance coupled with total peace of mind end to end inclusive support.

Call Logging and Handling

Easy call logging and call progress tracking



We keep tracking calls easy and logging them even easier.

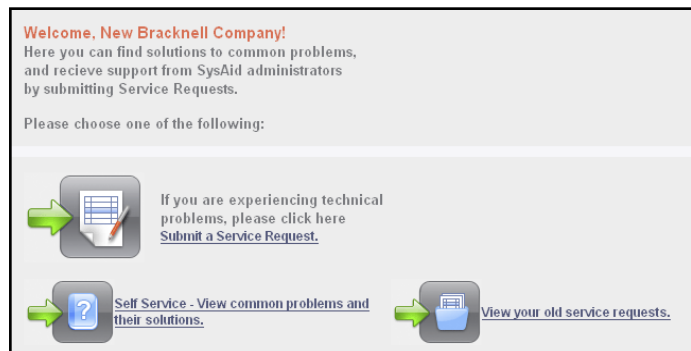
We don't hide behind our call logging system, call us anytime.

How you report problems?

There's two simple ways to log support tickets to Protec.

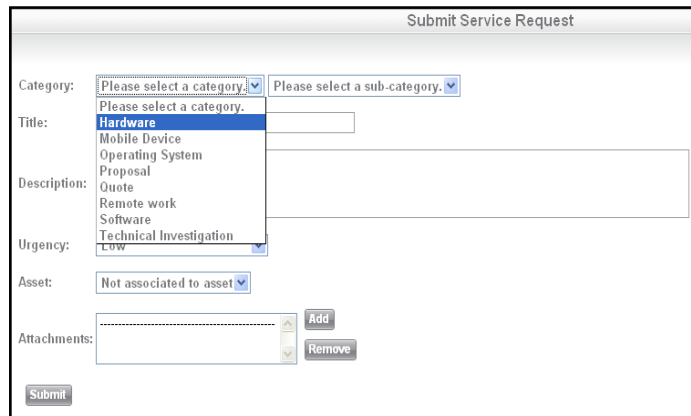
Method 1:

Visit our website and login to your client section and submit a call.



Then simply select the type of problem, urgency and enter a description, you can even attach a screenshot.

Click "Submit" and you call is instantly passed to a support engineer.



Method 2:

Email your request to helpdesk@ProtecIT.co.uk and our automated system will log the ticket for you.























How we manage your calls

Protec support staff have direct access (even from our mobiles) to our ticketing system. We keep a constant eye on incoming calls and update tickets progress notes frequently. Common calls are added to the **Knowledge Base** so you can see your previous fixes.

#	Urgency	Request Time	Request User	Category	Sub-Category	Title	Description	Status	Assigned to	Alert
423	Low	22/04/08 13:48	sw2k-Socialwork 2000	Technical Investigation	Remote	Vicki's laptop	Hi Vicki is having general	New	none	●
431	Normal	21/04/08 15:18	HPC-Protec Helpdesk Protec	Technical Investigation	Remote	Backup	Install Backup Exec Upgrade	Open	HPC	●
419	Normal	18/04/08 09:56	Slowers-Aviation	Technical Investigation	Slowers Company	Slowers	Hi, for some reason it seems that we aren't all looking at the	New	none	●
417	Normal	16/04/08 16:11	LeighH@protec.co.uk	Technical Investigation	LockMeIn	Make	http://www.mstn.org/board/Sler	New	none	●
400	Normal	03/04/08 11:42	BOP-Bracknell General Partner	Hardware	Wireless	Setup wifi in BOP Security	Setup wifi in BOP Security office - Use the one's that we	Open	HPC	●
398	High	02/04/08 16:53	HPC-Protec Helpdesk Protec	Technical Investigation	Remote	NBC Backup	Install Backup services and	Open	HPC	●
392	Normal	01/04/08 16:29	Slowers-Aviation	Technical Investigation	Remote	Mouse	Crash - Mouse single click	Open	HPC	●
391	Normal	01/04/08 16:08	Slowers-Aviation	Software	Outlook	Crash	Crash need to archive 2006 and half of 2007 emails	Open	HPC	●
380	Normal	20/3/08 17:43	HPC-Protec Helpdesk Protec	Quote		Quote	SW2K needs up to date contract	Open	HPC	●
379	High	20/3/08 17:41	HPC-Protec Helpdesk Protec	Hardware	Backup	Server	Server backup failing on corrupt data in information	Open	HPC	●

Which contract is right for us?

Helping you work out the cover best suited to your business

Service	Remote Only	Remote & Onsite
Unlimited telephone support		
Unlimited online remote support		
Unlimited Onsite Support		
Live 24/7 Server Monitoring		
Daily Backup Monitoring		
Fortnightly network health check		
Monthly server maintenance		
Router and Firewall management		
Monthly onsite engineer visit		
Detailed network documentation		
Software license management		
Onsite IT review meetings		

Remember the Remote & Onsite contract includes a monthly visit from a Microsoft qualified engineer to check over your systems.

Which equipment is covered?

Servers
 Desktop computers
 Laptop computers
 Networking Equipment
 Routers \ Firewalls
 Wireless Units

What areas are covered?

Hardware faults
 System software faults
 Email system
 Network faults
 Internet connection
 Anti spam and Anti virus
 License administration

Upgrades

We offer a range of upgrade options such as additional onsite engineer hours or full days to help provide a support solution to fit your business needs.

Monthly Support Pricing

Because the solutions got to fit the budget as well as the business

Remote Only Contract

- Server and network maintenance - £100.00 per server
- Computers and laptops - £20.00 per unit

Remote & Onsite Contract*

- Server and network maintenance - £200.00 per server
- Computers and laptops - £35.00 per unit

Remember this contract includes a **FREE** monthly onsite network health check by a Microsoft qualified support engineer.

Volume discount

The more you cover the higher the discount. It's that's simple.

Contract Upgrade Options

- 1 additional engineer hour - £70.00
- 1 additional engineer day - £350.00

Disaster Recovery

Protec can help protect your business with a range of professional proactive and reactive Disaster Recovery services



A full set of processes and plans to mitigate the risk of disasters affecting your business, including:

- Comprehensive backup strategy including
- Mirrored on-site
- Off-site
- Internet encrypted
- Fire safe for documentation and media
- Data theft protection
- Hardware theft protection
- Rental of replacement systems
- Rapid replacement of hardware and software
- Recovery plan
- Drills and practices
- Rapid response

Prices

Quoted based on the project requirements

Online Services

Fact – computer problems effect productivity. Be proactive and let us show you how to ensure your business is safe from computer security disasters.



A set of security and safety services to protect your business, including:

Online data backup

The most important item in a computer system is the company specific data. Protec realise this and offer a “set and forget” reliable online data backup solution that encrypts your data and stores a secure copy on the internet (over night while your counting sheep), protecting you and your business in the event of a disaster.

Offsite Anti-Spam solutions

1 in 3 emails received are now reported as spam, Protec offer an easy to manage powerful and effective offsite antispam service that allows you to reclaim your inbox.

Antivirus solutions

With the capability of rendering your computer system totally unusable viruses need to be taken seriously. Protec are experienced in a range of antivirus products and can spec the right solution for your network and budget.

Firewalls & Intrusion detection

Keeping your company data secure is a serious matter. With the ever growing threat of hackers Protec offer managed firewall services and security solutions to keep your network safe.

Prices

Quoted based on the project requirements

Procurement

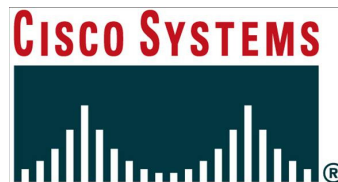
**Sourcing of hardware and software at discounted prices
direct from leading manufacturers and distributors with
next day delivery**

Not sure what you need?

You tell us what you want from a business point of view and we'll tell you if there's a tool or technology to do the job.

Easier on the pocket

To make things easier we offer our contract clients 30 day credit accounts.



Client Comments

Don't just take our word for it, see what our clients have to say about us

Bracknell
Bracknell Regeneration
Partnership

Made up of Legal and General and Schroders the Bracknell Regeneration Partnership is the management company spearheading the redevelopment of the town of Bracknell. Protec has been their IT partner since 2005.



Helen Barnett
Marketing Manager

"Protec provide us with a level of service second to none, keeping our systems running and reacting promptly to problems.

They understand that systems are important to a business and provide proactive maintenance services to keep us up and running"


Socialwork 2000
WHERE QUALITY PROTECTS

SW2K is a major player in social worker recruitment with offices located in High Wycombe and Milton Keynes they have a high through put on their computer system and office to office communication channels.



James Brown
Finance Director

"Protec has been our IT partner for 2 years and I trust them with maintaining our computer systems. My business relies on computer systems and I rely on Protec.

They are always prompt, professional and efficient. I have no hesitation in recommending them to any small to medium business.

A few more clients enjoying hassle free computing

Donaldsons

Commercial Property
Management

VOLVO

Squirefurneaux
Dealerships

WebTrends.

Web Analytics



Hotel Performance
Improvement



Aviation Leasing



Design \ Marketing

How can we help your business?

Why choose Protec?

Whether we're providing simple computer repair or a complex computer project we take pride in our work and always maintain high levels of customer service. By listening to our clients and providing IT services based around business advantages and productivity and not trying to make you the most high tech business on the block, Protec is building an ever growing loyal client base.

- **Recognise IT up time is critical**
- **Solutions to fit your budget**
- **Excellent customer service**
- **Microsoft qualified engineers**
- **No techie jargon**
- **Over 10 years experience**

Contact us



"We sell peace of mind"

General Enquiries:

Tel: 01344 876 123

Fax: 01344 668 200

Email: info@ProtecIT.co.uk

Web: www.ProtecIT.co.uk

Technical Support:

Tel: 01189-076-152

Email: helpdesk@protecit.co.uk

Accounts Department :

Tel: 01189 076 141

Email: accounts@ProtecIT.co.uk



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