

MAINTENANCE AND SUPPORT PACKAGE DETAILS

For any business in today's competitive market having your I.T. in good working order is critical to keep your business operational. Most small businesses are unable or reluctant to employ full-time I.T. staff simply because of the costs.

The negative impacts of not managing your I.T. effectively are:

- Network and workstation security vulnerabilities
- Critical software updates not installed
- Virus and Trojan infections
- No backup solutions
- Unauthorized access to sensitive data
- Costly I.T. repair bills when things DO go wrong

With Labyrinth Technology you can now have your very own I.T. support department on hand to support you and your employees when ever you need it.

Our I.T. Maintenance and Support plan is designed to be clear and straight forward to ensure you understand what you are getting for your money.

Our service will also support laptop computers, printers, peripherals, network equipment and other I.T. hardware including infrastructure.

Our Guarantee

All our clients receive a Service Level Agreement (SLA) to support your business, by ensuring you receive a response within an agreed timescale. So you won't have to wait around wondering when someone is going to turn up!

If we fail to meet the agreed SLA for what ever reason, we will refund you the monthly fee for the supported item.

What Our Clients Say

Truefitt & Hill

The Oldest Barbershop in the World, Guinness Book of World Records, April 2000

"We have been fortunate to be clients of Labyrinth for the last 5 years during which time we have had an unsurpassed level of support. Labyrinth's impressive technical knowledge and innovative spirit combined with caring and professional attitude has ensured that our company's I.T. requirements are well and efficiently taken care of while we are able to concentrate on what we do best - supply best shaving products and groom men for greatness!"

Web address: <http://www.truefittandhill.co.uk>

St. Brides Church

Fleet Street, London

"Labyrinth IT have been extremely useful to us over several years. They are speedy with replies to any queries or problems we have and have gone out of their way to find solutions that suit our particular way of working here. They are always courteous and professional and I would highly recommend their service."

Web address: <http://www.stbrides.com>

For Your Employees

Sometimes your employees get software problems that stop them from doing their work, meaning less productivity and potential loss of earnings. In these situations someone with sound I.T. knowledge could clear these issues in a matter of minutes saving lost time and money. With our support contracts your employees get unlimited remote desktop support. This means that our engineers can start resolving problems as soon as they arise.

LabyrinthIT.com

"Guiding you through the maze of modern I.T."

For Your Business

We check the security, stability and reliability of your network and workstations. By removing unauthorized applications that could cause stability or security concerns and optimizing your workstations you will notice an immediate improvement in the performance of your I.T.

A regular schedule of works is commenced each week to ensure your workstations are kept up-to-date with the latest security updates.

Anti-Virus software is provided for each terminal and managed by us so you don't have to worry about licensing or cost implications.

We will assess your I.T. vulnerabilities and recommend solutions to improve and compliment your business disaster recovery plan.

Have peace of mind knowing that your business and employees are fully supported with a cost effective support plan. You benefit from unlimited engineer call-outs at no extra cost allowing you to budget more effectively.

All contract clients receive preferential rates on hardware and software which we can supply and install for you.

Already have I.T. support?

If you already have an I.T. support plan in place Labyrinth Technology can still help. We can compliment your existing I.T. solution by providing engineers, install support, supply of equipment, supply of software and overflow support if required. All of which can be requested on an ad-hoc basis giving your business greater flexibility.

Maintenance & Support Contract Core Benefits

The Labyrinth Maintenance & Support Contract is designed to give the customer peace of mind that their I.T. needs are being comprehensively managed. The core contract provides the following benefits:

1. Unlimited On-Site Visits
2. Unlimited Remote Desktop Support Sessions
3. Routine Maintenance and Repair for Hardware
4. Operating System Support
5. Microsoft® Office (Word, Excel and Outlook) Support
6. Loan Equipment in the event of breakdown
7. Guaranteed Response Times
8. Real Time Preventative Monitoring

Maintenance & Support Contract Additional Benefits

To further enhance the Labyrinth Maintenance & Support Contract, the following additional benefits are also supplied:

1. Free AVG Anti-Malware Software for all machines supported
2. Free cleaning products
3. PC Optimization once per year
4. End of Life hardware disposal (in accordance with European legislation)
5. End of Life secure data destruction
6. Disaster Recovery Consultation

Maintenance & Support Contract

Important Notes

As important as it is to state what we DO undertake under the Maintenance & Support Contract, it is worth emphasising some things that are NOT included.

New Installations

The Maintenance & Support Contract is designed to maintain and support your existing equipment. Therefore ANY new installations of hardware, software or infrastructure would be chargeable.

Backups

We can't emphasise enough BACK UP YOUR DATA! It is always the responsibility of the client to ensure that their data is backed up. We can advise and we can supply certain backup services but we cannot be there every day to make sure that they are working correctly.

If you ever have any concerns about your backups please get in touch before it is too late!

Unsupported Equipment

Remember, the contract only covers items listed on the attached schedule and if you want extra items supported you will need to add them to the schedule before support is required.

Obsolete Equipment

If a piece of hardware breaks down, all parts and labour for repairs are free. In practice, depending on the item, we often simply provide a similar item free of charge to keep things running smoothly. However, if the equipment is so old that it cannot be repaired then its replacement would be chargeable.

Charges

Maintenance & Support Contract clients receive preferential rates if any chargeable on-site visits are required. Please contact us for the latest rates.