# Committed Business IT Support Services

## Guaranteed IT Support for Small Businesses

### IT Support that is as dependable as you expect your IT systems to be…

If your business needs reliable, responsive IT that helps you minimise issues, keep systems running and ensure that when the worst does happen you've somewhere to turn, Committed IT Support is for you.

Going far beyond basic IT Support, the Committed IT support plan gives you Out of Hours access to cover your business critical services, assistance with non-support issues, including "how to" and general consultancy and other more advanced capabilities. It's delivered to you at the most competitive price – which gets lower the more committed IT services you need.

### What our customers say…

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Being a small firm with no dedicated IT department it is crucial to the function of our business that we can get quick and responsive access to IT support.

VPW are on hand to provide such a service and often any problem reported is fixed within the hour together with advice on how to mitigate future occurrences. Their assistance has been invaluable over the last two years

MIKE LLOYD
ASSOCIATE DIRECTOR
STRATTON CREBER COMMERCIAL

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### Why choose this?

▼ Simple to budget and forecast IT Support Costs and requirements

▼ By committing to support you get a reduced hourly rate for support

▼ Get our full IT support benefits and options as standard with committed

▼ Enjoy quality, planned IT support

▼ No need to worry about IT issues and focus on your own business targets

▼ You'll receive practical, affordable IT advice and implementation from an experienced team of professionals

# Features of the Committed IT Support Plans

|  | Included? | Details |
|---|---|---|
| **Technical Support Service** | | |
| Monthly Support Allowance | Yes | Plans from as little as 1 hour, with no upper limit. Support available every month. |
| Office Hours Support | Yes | Full Support 9-5, Mon-Fri |
| Out of Hours Support | Yes | For agreed "business critical" systems, 7 days a week |
| Priority, Response Times and Service Level Agreement | Yes | Guidelines provided (see next page) |
| **Help and Guidance** | | |
| How-To Guidance | Yes | We'll show you how to perform common tasks |
| Tips and Tricks | Yes | Through periodic newsletter and as-you-go assistance |
| **Methods to receive support** | | |
| Telephone Support | Yes | Special "straight to engineer" policy wherever possible |
| E-Mail Support | Yes | Ideal for non-critical issues & where examples can be sent |
| Online Support | Yes | Through our Knowledgebase and FAQS & online forms |
| Remote Support | Yes | Remote Assistance Tools available – simple to use |
| On-Site Support | Yes | Where necessary - for most customers, site visits don't carry any additional cost |
| **Charging** | | |
| Support charged "by the minute" | Yes | No "rounding up" to the nearest hour etc |
| No Minimum "per incident" cost | Yes | If it takes 5 minutes, we charge 5 mins |
| Cheapest Option First | Yes | We'll always use the cheapest option |

# Committed Support Service Levels

When you take Committed Support you receive a Service Level Agreement – so it is clear what to expect when issues are raised with our team. We're happy to offer custom agreements to meet specific needs as well – our standard agreements as below:

| Type of Incident being reported | Response Time | Typical Fix Time | Incident Priority Class |
|---|---|---|---|
| Level 1 – Critical Issues affecting the entire business or critical operations | 30 Minutes | 2 Hours | Critical |
| Level 2 – High Importance Issues that cause significant disruption to your team | 1 Hour | 3-4 Hours | High |
| Level 3 – General Issues that need our attention and resolution | 2-3 Hours | 1 Business Day | Medium |
| Level 4 – Routine Requests for Information, "How To" Information etc | 1 Working Day | 2 Working Days | Low |
| Level 5 – Background Information or unusual requests | 1 Working Week | 1 Working Week | N/A |

*NOTE: In most cases we respond significantly quicker than our guidelines state*

## What does Committed Support include?

### IT Support and General Help

General day to day IT issues that can stop you operating – such as Receipt Printers failing, problems logging in and network or internet access issues.

### Server Systems and Services

Whether it is your e-mail server, critical Database Servers or Finance Systems, we provide assistance and cover to keep them running and help if you have problems.

### Disaster Recovery

If something has gone horribly wrong and you need help in a disaster, we can help with services, temporary equipment and much more with suitable Committed Plans

### Planning Guidance & Consulting

Plan for business growth and change – we can help you with office moves, changes and expansions. Our specialists can advise on all aspects of IT Systems change.

**Product features**