Proactive Desktop & Laptop Maintenance

Keeping Employees Productive through Reliable, Secure Systems

Business relies on IT increasingly, and with mobile workforces and functions critical to your business, it pays to keep your desktops and laptops operational.

Consider the cost of crucial systems running your payroll failing just before your monthly pay run, or the loss of a system used to arrange deliveries to your customers during your peak trading season. Maybe you've got mobile workers who rely on a laptop out in the field, but are exposed to various public Wi-Fi systems so they can get connected and check in with the office.

All too often this is overlooked resulting in wasted time and effort, lost data, and costly delays or loss of productivity. To avoid this, using a Proactive Desktop & Laptop Maintenance plan from VPW will help keep your critical desktops and laptops up to date, help manage updates to ensure those that are known to cause issues are avoided whilst making sure critical security updates get applied.

Desktop & Laptop Care can include…

- Security Updates for the Operating System – Windows to guard against malware and other attacks

- Checks that Anti-Virus software is operating as it is designed for, up to date and protecting you

- Reviews the hardware for the signs of failing drives which result in downtime

- Updates for bugs and issues in key software products such as Microsoft Office

- Alerts to confirm work is planned and/or has taken place so you know you're being taken care of

Whilst helping you stay productive by:

- Avoiding the downtime caused by bad updates that conflict with your setup and cause systems to fail to boot or operate

- Keeping the health of the hardware under review

- Allowing proactive, regular scheduled maintenance to be done rather than reactive fire fighting of your IT systems

- Helps avoid risk of malware and virus infection and the associated hassles it can cause

- Ensures your customer data, business sensitive information and financials don't become compromised

Proactive Desktop & Laptop Maintenance

Essential Proactive Maintenance & Security

Features of our Basic Proactive Maintenance Plans

Check/Feature	Bronze	Silver	Gold
Apply Critical Windows Security Updates	Yes	Yes	Yes
How often:	Quarterly	Monthly	Monthly
Apply General Windows Updates	No	Yes	Yes
How often:	N/A	Quarterly	Monthly
Perform Checks on Anti-Virus Software?	Yes	Yes	Yes
How often:	Monthly	Monthly	Monthly
Review Computer Event Logs	No	No	Yes
How often:	N/A	N/A	Monthly
Apply Hardware Driver Updates?	No	No	Yes
How often:	N/A	N/A	Quarterly
Perform Malware & Virus Scans?	No	Yes	Yes
How often:	N/A	Quarterly	Monthly
Update ancillary utilities such as Adobe Reader?	No	Yes	Yes
How often:	N/A	Quarterly	Monthly
Update Core Software – such as MS Office?	No	No	Yes
How often:	N/A	N/A	Quarterly
Typical Cost (requires Committed IT Plan) – from	£45.00	£70.00	£100.00