



IT SUPPORT SERVICES

At HTL Support IT servicing and support lies at the very heart of our organisation, we offer a wide range of IT support services to meet the needs of modern day businesses from 24 hour emergency support to planned upgrades and updates.

Option 1: Pay as you go – simple flexible personal

COMMIT TO SPEND	HOURLY RATE	EXAMPLE USE
£3000 per month	£75 per hour	Company of 50 + staff 1 day on site each week, and 8 hours reactive remote support and maintenance.
£2000 per month	£80 per hour	Company of 25+ Staff Half a day on site each week, and 9 hours reactive remote support and maintenance.
£1000 per month	£85 per hour	Company of 10 + Staff 1 day on site per month and 4 hours reactive support and maintenance.
£500 per month	£90 per hour	Small Business < 10 Users – 5.5 Hours of reactive support and maintenance.
£100 per month	£100 per hour	Micro Business, 1 hour of support each month.
£0 per month	£120 per hour	One off or intermittent usage – no guaranteed response times and no guarantee of the same IT guy.

Option 2 : IT support as a Managed Service

Following a Free Site Survey and analysis business requirements analysis we can quote you on a fixed price IT support service. We agree key deliverables, and performance Indicators, and scope of the service. Managed Service Support can include, but is not limited to:

End User Support	Remote or On Site Work
Server Support	Networking Support
Hardware Maintenance	3rd Party Management
Performance Monitoring and Tuning	Telecoms
Security Testing	Asset Management & Audit
User Administration	Guaranteed Response Times



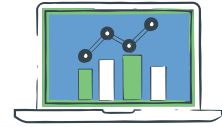
FLEXIBLE SUPPORT CONTRACTS

Our support packages are tailored to meet your business requirements and can easily be scaled up as your business grows.



DEDICATED IT GUY

With an in-depth knowledge of your business and its systems your IT guy, backed up by a team of IT specialists, will proactively recommend and implement solutions to enhance your IT infrastructure.



PROACTIVE WARNING SERVICE

Round the clock monitoring of your company's IT systems and infrastructure. More often than not, this allows us to fix a problem before it becomes critical.



24/7 REMOTE SUPPORT

Round the clock monitoring of your company's IT systems and infrastructure. More often than not, this allows us to fix a problem before it becomes critical.



GUARANTEED RESPONSE TIMES

For critical issues requiring on-site support one of our IT technicians will be there within a guaranteed period. For businesses in London we'll be on-site within 2 hrs.



END USER SUPPORT

From creating templates and shortcuts to advise on using a new program or operating system. We provide your team with an IT resource on hand to help them get the job done.



SPARES AND LOAN EQUIPMENT

Whether for temporary use or and emergency swap-out, we have a supply of equipment, parts and accessories on hand for immediate implementation.



TESTING AND CONFIGURATION

Our engineers configure all of your equipment and run it through comprehensive test cycles before it's delivered. All equipment arrives with your IT Guy attached!

HTL, Your IT Guy and his Backup Team

HTL SUPPORT The Company	IT GUY Your Dedicated IT Guy	BACKUP TEAM IT Guy's Team
		
<p>Understands your business</p>	<p>Maintains personal knowledge of your business, your systems, your staff and your expectations. He will blend in and feel like one of your team. He will not bamboozle with technobabble.</p>	<p>Will be able to access, technical details of your network and services in an emergency, along with your support call and sales history</p>
<p>Recommends, implements solutions.</p>	<p>Proactively and independently recommends and quotes for solutions as and when your business requires them. He will openly and honestly advise you whether your best option is to buy from HTL or from a third party. If the best option is to use a third party he will help you negotiate with them.</p>	<p>Processes orders and manages logistics. For more complex solutions, senior consultants, network architects and project managers are on hand to guide you through various options. Your IT guy will know when to call for assistance!</p>
<p>Is easily contactable – 24hrs a day.</p>	<p>Is available on his mobile, direct line, SMS, or email whenever he is on duty (as long as he is not with another client). Your IT Guy is keen to help whenever he can, but if he can't pick up your call, his backup team are there, ready and able to respond instantly.</p>	<p>Are available via an 0800 number 24 x 7 to handle support calls, and during office hours to handle account and sales enquiries.</p>
<p>Has proven expertise.</p>	<p>Has extensive industry experience and will hold at least one certification from Microsoft, Cisco, Avaya or other major industry player.</p>	<p>Includes even more specialised IT engineers that your IT Guy can consult when needed, and in the rare event that they, too, are stumped, we maintain our company certifications with key players such as Microsoft, Cisco and Avaya so their own experts are just a call away.</p>

Can be relied upon to be with you fast.	Whenever he is on duty	Are standing by to help when he's not, and assign an alternative engineer at short notice if required.
Wherever it is!	Has an Oyster Card, a Streetcar Card and a Bag of Tricks – he can get to you wherever you are!	Schedule and prioritise your IT guys time. A 2 hour guaranteed response time to critical faults is offered to all clients in central London, so if your IT guy can't make it – one of our other
Provides Remote IT Support	Can control your computers remotely when in the office	Can control your computers remotely when your IT guy is not in the office!
Offers no-nonsense flexible service.	Will say Yes! From iPads to Server systems or from speaking with BT to making cups of tea, he will use all the resources at his disposal to help you.	Are waiting to help with specialised systems, arranging liaison with third party providers or consultants when required.
Is prepared	Has access to a repository of parts and loan equipment as required.	Can arrange for same-day courier of parts or loan equipment to central London clients.
Is organised	Logs all activity for historical / performance reporting on our in-house database system. He can see the real-time status of service or sales orders as well as updates from any other engineer that may have been helping you in his absence.	Administer the database system and ensure all activity is accurately logged and escalated as appropriate.
Is accountable	Is continually assessed.	Includes a company director who regularly reviews your IT Guy's performance. You have his direct contact details for any query...