

## Computer Maintenance and Support

### Introduction

At Kite IT, we provide IT services and system management for SMEs and public service organisations in the Glasgow and surrounding areas. Our commitment to providing excellent, proactive technical IT support and IT solutions means you will receive a first-class IT support service from a company that is capable, knowledgeable and flexible.

Our service bundles include remote and on-site service delivery and integrate with many other value added service options to solve the complex technology needs of our clients and their strategic business goals long-term.

### Computer Freedom Plan

The Kite IT Computer Freedom Plan offers clients the opportunity to acquire all the computer network maintenance and support you need for **one low, fixed monthly rate** without any surprises, hidden costs, or the expense of a full-time IT staff.

This service is ideal for the small business owner, with 5 PCs or more, that doesn't want to spend their time dealing with computer problems and maintenance and simply wants the peace of mind that everything is covered and taken care of.

With the constant changes to technology and daily development of new threats, even a small, 5-user network requires ongoing maintenance from a highly trained technician. Obviously the costs of hiring a full time IT person are not always feasible, even for companies with 20 to 75 workstations.

### How The Kite IT Computer Freedom Plan Works

One of our senior network engineers will perform regular, scheduled maintenance on your network every quarter. We will make sure your virus protection is up-to-date, your backups are working properly, check critical firewall and security settings and update software patches. We will conduct a series of system optimisation tasks that will keep your network running at maximum speed and performance.

We will also remotely monitor your network 24/7 to detect, diagnose and prevent lurking problems from turning into major interruptions to your business in the form of downtime, security breaches, or other failures. Finally, we'll design the right mix of on-site, remote, network and helpdesk support to fit your specific situation and needs.

### Up until now you only had two options for computer support:

#### Option 1:

This option is the most common; you designate the most technically-savvy person on staff to be your makeshift IT manager and only bring in outside help when your "internal guru" runs into a network crisis they can't solve.

The problem is, you are pulling this person away from the real job you employed them to do AND unless they have the time to stay up-to-date on the latest developments in IT support and management, they don't have the skills or knowledge required to properly support and secure your network.

This inevitably results in a network that is ill-maintained and unstable, which then results in excessive downtime, overspending on IT support and expensive recovery costs.

#### Option 2:

We see it every day; businesses that use their network until it "breaks" and then call in the experts to repair or replace whatever stopped working.

This reactive model of network maintenance is a guaranteed path to extensive downtime, lost data and excessive spending on IT support, not to mention **major disruptions in staff productivity, sales, cash flow, production and customer service that can never be recovered.**

# Computer Freedom Plan

## What's Covered?

Our Computer Freedom Plan provides for 3 bands of support as detailed below.

| Equipment                               | PLATINUM | GOLD | SILVER |
|---|----------|------|--------|
| Servers                                 | ✓        | ✓    | ✓      |
| PCs                                     | ✓        | ✓    |        |
| Routers                                 | ✓        | ✓    | ✓      |
| Mobile Email Device                     | ✓        | ✓    |        |
| <b>Services</b>                         |          |      |        |
| 24/7 Remote Server Monitoring           | ✓        | ✓    | ✓      |
| Telephone Support                       | ✓        | ✓    | ✓      |
| Remote Support                          | ✓        | ✓    | ✓      |
| On-site Support                         | ✓        | ✓    | ✓      |
| Corrections, assistance                 | ✓        | ✓    | ✓      |
| Scheduled Maintenance                   | ✓        | ✓    | ✓      |
| Regular Reports                         | ✓        | ✓    | ✓      |
| Advice                                  | ✓        | ✓    | ✓      |
| Patch Installation                      | ✓        | ✓    | ✓      |
| Backup Monitoring & Testing             | ✓        | ✓    | ✓      |
| Vendor Liaison                          | ✓        | ✓    | ✓      |
| Add/Remove Users                        | ✓        | ✓    | ●      |
| Printer Software Support                | ✓        | ✓    |        |
| Software Upgrades*                      | ✓        | ✓    |        |
| Active PC Monitoring                    | ✓        | ●    |        |
| New Hardware And Software Installation* | ✓        | ●    | ●      |
| Accident/Theft cover                    | ✓        | ●    | ●      |
| Hardware Maintenance*                   | ●        | ●    | ●      |
| Disaster Recovery                       | ●        | ●    | ●      |

✓ Included  
 ● Optional  
 \* Does not include hardware/software or parts costs

## The Benefits Are Obvious

- You'll practically eliminate expensive repairs and recovery costs.** Our network monitoring and maintenance will save you money by preventing expensive network disasters from ever happening in the first place.
- You'll avoid expensive trip fees while receiving faster support.** Our remote monitoring software will enable us to access and repair most network problems right from our offices. No more waiting around for an engineer to show up!
- How does faster performance and fewer glitches sound to you?** Under this Plan, that is exactly what we'll deliver. Some parts of your system will degrade in performance over time, causing them to slow down, hang and crash. Our preventative maintenance and network monitoring will make sure your computers stay in top shape for maximum speed, performance, and reliability.

# Computer Freedom Plan

- **You will have ALL the benefits of an in-house IT department WITHOUT all of the costs.** As a Computer Freedom Plan client, you'll have access to knowledgeable support staff that can be reached immediately should you have any kind of problem or question.
- **You will receive substantial discounts** on IT services that you are already buying. Most IT firms will charge you over every little thing they do; under this Plan you'll pay one flat, affordable rate and get all of the technical support you need. No hidden charges, caveats, or disclaimers.
- **You will never have to fear a big, expensive network repair bill.** Instead, you can budget for network support just like rent or insurance.
- **You will safeguard your data.** The data on the hard disk is always more important than the hardware that houses it. If you rely on your computer systems for daily operations, it's time to get serious about protecting your critical, irreplaceable electronic information.
- **You'll finally put a stop to annoying spam, pop-ups, and spyware** taking over your computer and your network.
- **You'll gain incredible peace of mind.** As a business owner, you already have enough to worry about. We'll make sure everything pertaining to your network security and reliability is handled so you don't have to worry about it.

## Getting Started ...

To introduce you to our Computer Freedom Plan, we'd like to offer you a FREE on-site 49 Point Problem Prevention Audit.

We will send a senior technician to your office and conduct a thorough assessment of your network. Upon completion, we will be able to:-

- ✓ **Pinpoint any exposure or risk** to potential lapses in security, data backup, power outages and system downtime.
- ✓ **Outline a powerful and comprehensive line of defence** against even the most invasive and deadly computer viruses, hackers and spam for your specific network.
- ✓ **Recommend ways to speed up your entire computer network while cutting costs** on your Internet Service bill.

We will also provide you with a detailed written report in plain English that outlines where you are at high risk for viruses, downtime, or other problems and how we can eliminate those risks with our Computer Freedom Plan.

After the audit, we will quote you a fixed monthly rate for maintaining and monitoring your network. If you decide that it's not going to work for you or if you don't want to sign up for any reason, just say, "This isn't what I had in mind".

**NO pressure, NO expectations and NO cost.**

## Our 100% "You Can't Lose" Guarantee ...

We are so confident in our Computer Freedom Plan that we are willing to back it up with a powerful guarantee. We guarantee that we will be able to detect, diagnose, and PREVENT any type of network problem from escalating into downtime.

If your network does go down, if you get a virus, a hacker invasion, or any other problem that requires clean up and fixing, **we will do all of the work necessary to restore your network back to full speed with no additional service fee to you.**

One simple "glitch" can end up costing you in consulting fees. Our Computer Freedom Plan is an insurance policy against major network disasters and repair bills.

Kite IT has been servicing clients in Glasgow for over 12 years and all our technicians are full-time employees. That's why we are so certain we can make the promises we are making and back them up with this rock-solid guarantee.

To schedule your **FREE 49 Point Problem Prevention Audit** or to find out more information about our Computer Freedom Plan:

- Call me direct at **0141 419 9160**
- E-mail me at [chris@kiteit.com](mailto:chris@kiteit.com)
- Click [here](#) to request your free audit.

Either way I will contact you immediately to schedule your audit and answer any questions you have about this exciting new service.

Chris Sheerin