

Support Plus

Enhanced IT Support

All businesses are different which is why we offer different support levels. Support Plus can reduce costs and deliver improved support for your users.

Our experience has shown that firms who do not wish to totally outsource may have a need for support that goes a stage further than typical hardware and software maintenance agreements. For that reason we provide Support Plus.

Support Plus has been specifically designed to augment your existing IT resource, bringing together a broad range of skills and experience.

Support Plus is the most cost effective way of providing your business with core IT support services. In addition it is inherently flexible to cater for your business specific requirements.

How does it work?

Support Plus is a contract based investment that is structured on a per user, monthly basis. It includes the standard service elements with uplift for any optional services that you need, such as user training, disaster planning or consultancy.

The contract starts with our Network Optimisation Programme. This audits and documents your network and as a result we will resolve any outstanding issues. The programme ensures that you can have a stable, functional and risk free network environment shortly after contract commencement.

What's Included

As standard, Support Plus covers your servers, desktops, laptops, printers and active networking equipment such as switches and routers. Microsoft and Apple operating systems and most mainstream user applications are also included.

All problems are rectified within predefined timescales and by the most appropriate response mechanism, for

example, telephone, remote access or on site visit. Business application support calls, if included, are resolved in the same manner and where appropriate, passed on to the specialist service provider.

All users have direct access to our helpdesk during normal working hours for fault resolution.

On going performance management

On a quarterly basis your account manager will review the service level statistics with you. We target that 100% of all calls logged fulfil the service levels.



Service Levels: Problem Management

Problem Type	Contract Cover	Response Mechanism	Solution	Response/Repair Time
Network failure. Network unusable. Hardware or software failure	Standard	Telephone Remote Access On site engineer	Restore network functionality	4 working hour repair
Non crucial system/network problem requiring system downtime to resolve	Standard	Remote access On site engineer	Restore full network functionality	As scheduled with Customer
User down - workstation unusable	Standard	Remote access On site engineer	Restore user functionality	4 working hour repair
Hardware failure resulting in minor inconvenience e.g. stiff keyboard or mouse	Standard	On site engineer	Repair/replace faulty item	12 working hour repair
Network printer failure	Standard	Remote access On site engineer	Repair/replace faulty item	8 working hour repair
Microsoft user application support	Standard	Telephone Remote access	Assist over telephone	20 minute response
Network administration, i.e. add additional users, back up problems, etc.	Standard	Telephone Remote access	As required	4 working hour response
Business Application Support	Optional	Telephone Remote access On-site engineer	As required	20 minute response

Other Key Features

Problem Type	Contract Cover	Response
IT Audit	Standard	At contract start
Network Optimisation Programme	Standard	At contract start
Regular Service Level Meetings	Standard	Quarterly
IT Training Services	Optional	Bespoke

Since our launch as a specialist IT service provider in 1988, we have strived to deliver only the best solutions. To find out more about any of our services, please contact us and we will be delighted to discuss your requirement further.

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