

IT Support—Advantage Plan



Proactive Maintenance and Remote Support for your business

Jatech **Advantage** IT Support covers your business need for day to day support, providing unlimited access to the Support Desk during business hours with a **guaranteed 1 hour response time**.

The Microsoft accredited technicians will endeavour to resolve the issue as quickly as possible over the telephone or will connect remotely into your systems for problem resolution.

The **Advantage** service also includes the management of regular system maintenance such as security updates and anti-virus definitions. **Advantage** IT support also provides an automated monitoring solution for your servers, network and backup so that any potential issues can be identified and solved before they become critical.

By taking the **Advantage** plan you will also receive a discount on our hourly rates for any other IT services that you purchase, such as new PC or server installations, emergency onsite support or consultancy for one off projects. In the event of a disaster at your premises for critical issues we guarantee a response within 30 minutes.

Optional add-on Services

- *Scheduled onsite support*
- *Emergency onsite support*
- *Custom software development*
- *Offsite backup*
- *Server and desktop installations*
- *Consultancy and project management*
- *Server and Desktop virtualization*

Advantage Features

- ✓ 60 minute response to business critical issues
- ✓ Unlimited server, PC, network and printer support
- ✓ Monitoring of server backups
- ✓ Monitor and ensure anti virus definitions are updated
- ✓ Scheduled proactive maintenance for servers and networks
- ✓ Weekly server health check report
- ✓ Support via telephone, email, web, text or Messenger
- ✓ Application of Windows critical and security updates
- ✓ Third party supplier liaison
- ✓ Discounted hourly rates for optional add on services

For more information about Jatech's range of software products and services please email info@jatech.co.uk

Or visit www.jatech.co.uk



Contact us

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