

IT Support—AdvantagePLUS Plan



Proactive Maintenance and Remote Support with the personal touch

Jatech **AdvantagePLUS** IT Support provides all of the features of the standard **Advantage** plan, *plus* a named, highly trained Jatech engineer acting as a virtual support employee. With this plan the engineer will become a specialist in your IT infrastructure, understanding your business support issues instantly and providing solutions as quickly as possible.

Jatech **AdvantagePLUS** also includes two onsite consultancy visits per year so that you can review any issues with your IT infrastructure and receive informative replies. These onsite meetings provide the opportunity to discuss your future IT requirements and to develop professionally planned, forward thinking IT strategies delivered from a trusted source.

With the expert knowledge gained by your support engineer, Jatech **AdvantagePLUS** includes a **guaranteed 30 minute response time**, with 4 hour onsite response to critical problems. If a complete server rebuild is required as part of a disaster recovery scenario, then our engineers will also undertake this work as part of the Jatech **AdvantagePLUS** support plan.

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*

AdvantagePLUS Features

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| ✓ 30 minute response to business critical issues | ✓ Scheduled proactive maintenance for servers and networks |
| ✓ Emergency server rebuild for disaster recovery | ✓ Weekly server health check report |
| ✓ Dedicated engineer assigned to your company | ✓ Support via telephone, email, web, text or Messenger |
| ✓ Twice yearly onsite consultancy visits | ✓ Application of Windows critical and security updates |
| ✓ Unlimited server, PC, network and printer support | ✓ Third party supplier liaison |
| ✓ Monitoring of server backups | ✓ Discounted hourly rates for optional add on services |
| ✓ Monitor and ensure anti virus definitions are updated | |

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

Or visit www.jatech.co.uk



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