



Plus Care

1. Do we have to call a premium rate number to get support ?

Fortunately, we do not have a premium rate number. We have a local-rate number for all Support Calls.

2. What is classed as a support call ?

Any issue with the IT infrastructure that prevents you from carrying out your regular operations. For example, outlook crashing or your PC not booting up.

3. I want to set up a new feature within my software package. Would this be covered ?

We are happy to advise on how to set up features. Or if you would prefer us to carry out the specific task on a one-off basis, we can do so at a reduced rate.

4. What is Remote Support ? Does this disable the machine ?

Software is used to remote connect to your PC so an engineer can take control of your machine to fix problems. Everything that is done in the remote control session is seen by the user. Only one person, the user or the support analyst, can use the machine. This means that whilst the issue is being resolved remotely, the user will not be able to continue working on it. This would be the same if an engineer was on site fixing the computer and should be thought of as a 'virtual' engineer.

5. How will you determine if we need on-site support and how much will it cost ?

When you call for telephone and remote support, our engineers will make their best endeavours to fix the problem remotely without a need to visit you. However, there will be times when an on-site visit may be necessary. We will advise you of the estimated time of the on-site call and ask you to sign an authorisation form as well as a job completion form when the problem has been fixed to your satisfaction. At no time will you be billed for unexpected service calls. Also customers on a Plus Care contract benefit from preferential support rates.

6. Do you perform preventative maintenance ?

We do a daily health check on all servers you have as these are the most critical computers in any organisation. A report is provided to you on a quarterly basis with a breakdown of the areas that are generating the most services calls etc.

7. Our anti virus license has just run out. Can you renew it for us ?

As we provide hardware and software procurement, this is not a problem. We also offer our professional advice on the latest products and technology to help keep your business up to date.

8. Can cover include my home PC ?

No problem. As long as we can provide you support during normal hours then any 'additional' computers can be included.

9. The back up system is vital for us. Will you tell us if the backup failed ?

We will agree from the outset whether you want to know if the backup failed every time or just the first time (i.e. if it fails two consecutive days).

10. What benefits are there from being a Plus Care customer ?

As a Plus Care customer, you benefit from reduced rates for support and non-support work. We also offer competitive prices on both hardware and software as well as our best prices on web hosting and broadband.

11. What if I decide that we want to switch to Premium Care before our contract is due for renewal?

We can switch you onto another package at any point during your contract. Or if you have additional machines that need cover, we can add those onto your contract as well. Similarly, if you reduce the number of machines, we can take those off of the contract to help you manage your costs.

12. What are your payment terms ?

You can either pay by Standing Order on a monthly basis, quarterly - 1 month in advance, or annually by invoice. We generally give our Plus Care customers 14 days credit on all on-site support calls hardware, and non-support work.