

***Aimed towards the larger small business, with between 5 and 25 PC's, and 3 or fewer Windows® servers, or those who require a faster response than our Bronze Service***

- ✓ ***Anti-virus protection included***
- ✓ ***Access to our online services***
- ✓ ***Larger reduction in hourly rates with an improvement in service levels and response times***
- ✓ ***The addition of pro-active support and maintenance for Windows® servers bi-annually, preventing problems before they occur***
- ✓ ***The benefit of assurity following the healthcheck***

The Silver Support Service includes...

- ◆ Each member of staff will receive an annual PC healthcheck
  - Includes removing unnecessary files, running a security scan for unwanted software and viruses, defragmenting the hard disk to improve performance, noting any existing problems, and capturing staff contact details so they can be added to our helpdesk system
- ◆ We provide each member of staff with a printed guide on 'what to check' before calling us, and how to ask for help when they need it as well as a sticker on each PC and monitor with contact details
- ◆ AVG anti-virus software is installed on each PC - we keep the subscription up to date and paid for, so you'll always be protected against a virus attack
- ◆ Asset management – we maintain a database of your equipment, which allows us to spot repeating problems before they cost more than a replacement, as well as for your insurance purposes
- ◆ Network devices included – we take a copy of the configuration of your broadband router/firewall, switches, hubs, wireless access points and UPS, and if they fail, we reset or replace them
- ◆ We send each member of staff a sign-in and link to our website, where they can:
  - Log new problems or check progress of existing issues securely online, 24 hours a day, 7 days a week
  - Access a searchable knowledgebase of previously fixed problems for your company, so they can see what actions were taken to fix similar issues and possibly avoid the need to call us
  - View a general FAQ (Frequently Asked Questions) area of the website which provides step by step guides for common tasks
- ◆ We will charge a fee per call of **£40/hr** for RemoteHelp (charged in 15 minute increments), and **£79/hr** for onsite attendance, with no call out fee
- ◆ Our maximum contracted time to respond to your call and start to work on the problem will be 6 hours (although our average response times are around 15 minutes), and we will repair your PC in 3 days or less if we need to take it away
- ◆ Guarantee to get you going – if your PC needs to be taken away for repair, we will provide a loan PC while yours is fixed\*
- ◆ 'One hour plus parts' fixed fee for offsite repair - to keep costs down
- ◆ Pro-active server maintenance performed bi-annually, including machine event logs, disk space, defragmentation, capacity checks and exception reporting, all performed by remote control
- ◆ One software license and 5Gb of online backup storage space to protect critical files and data on servers or PC's, included to ensure your business keeps running in the event of a flood, fire or theft (or even accidental deletion)<sup>†</sup>

The Silver Support Service is provided on a per person/PC basis - £12 per month.

**Contact us today to discuss your needs – 0800 HELPS U (0800 435778), e-mail [info@eyresolutions.com](mailto:info@eyresolutions.com)  
For more information, please visit our website - [www.eyresolutions.com](http://www.eyresolutions.com)**

\*Loan PC will be provided with Windows® XP Professional, anti-virus software, MS Office (Word, Excel, PowerPoint and Outlook), Internet Explorer and Adobe reader, with Outlook configured to send and receive e-mail. The customer is welcome to install their own software temporarily, or can request we do this on their behalf at the hourly rate applicable. The machine will be wiped clean after use, ensuring the confidentiality of customers files and data. † Minimum order applies. All prices subject to VAT at 17.5%. Service cost is annually per user/PC. E&OE. Subject to eyre solutions standard terms and conditions, available at [www.eyresolutions.com](http://www.eyresolutions.com). Costs are dependent on the availability of information, software, hardware, data or other items under the control of the customer. All our products are trademarks of their respective companies. All Rights Reserved. Information in this document is subject to change without notice.