

Service comparison chart

	Bronze	Silver	Gold
PC Healthcheck Cleans up your PC and checks for problems	✓	✓	✓
Guide for staff Gives simple advice on fixing problems, and how to get in touch with us	✓	✓	✓
RemoteControl help We can operate your PC without visiting your office, making the fix faster and cheaper	✓	✓	✓
On-site support If we can't fix it with RemoteControl help, we'll come running to your office	✓	✓	✓
Anti-virus software included We pay for and maintain your anti-virus software, to ensure you're safe	✓	✓	✓
Online support system Online access to a wealth of information, available 24/7/365	✓	✓	✓
Report a new problem 24/7/365 Staff can report new problems whenever they choose	✓	✓	✓
Check on progress 24/7/365 View the progress of existing problems online - we also send update e-mails	✓	✓	✓
Frequently asked questions Some problems are easy to fix - we show you how, you save money!	✓	✓	✓
Knowledgebase of previous calls for your company If we've fixed it before, the details can be found online, 24/7/365	✓	✓	✓
Asset recording and tracking We record all IT equipment, spot any problem devices, and record for insurance purposes	✓	✓	✓
Network devices included – reset or replace Broadband routers/firewalls, switches, hubs, wireless access points and UPS	✗	✓	✓
Response to your call (average response times) Remember, this is the worst case – we aim to answer 95% of calls in 3 rings or less!	30 mins	15 mins	5 mins
Time to fix - offsite if required (maximum contracted time) If we don't fix it this quickly, we refund 25% of the fees	5 days	3 days	2 days
Guarantee to get you going Loan equipment provided while yours is taken for repair*	✗	✓	✓
One hour plus parts fixed fee for offsite repair No 'unexpected' fees - keeping costs down	✗	✓	✓
Pro-active server maintenance We keep an eye on your equipment and let you know if something could fail	✗	✓	✓
Online backup software included Allows files, folders and data to be stored offsite for safety and security	✗	✓	✓
Online backup space included Additional space available	N/A	Up to 5Gb	Up to 25Gb
Free consultancy Impartial, honest, unbiased advice on the use of IT to grow your business	✗	✗	✓
Monthly subscription cost per person/PC	£8	£12	£16
Hourly support rate, RemoteControl help (billed in 15 minute increments)	£50	£40	£35
Hourly support rate, On-site support	£89	£79	£69

*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. 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. 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.