

IT Technical Support Services

TecSupport from Technology Management offers you a flexible and comprehensive level of IT support perfectly suited to the budgets of small and medium-sized businesses.

Accredited Professionals

With TecSupport you get access to our dedicated IT helpdesk, staffed with a team of Microsoft Certified Professionals, who are ready to keep your IT infrastructure running smoothly and your business on track.

Flexible Levels of Support

Using the latest remote server technology most problems can be fixed from our support offices in Wolverhampton. You can then opt to pay for pay-as-you-go on-site support or commit annually to any number of discounted on-site support days. Got more complex needs? Not a problem, with our System Options package you can bolt on additional support services suited to you.

Rapid Response

With TecSupport your problems get fixed faster because clients get to build a long-term relationship with our team of IT professionals who've worked for us for many years. Supported by the latest helpdesk software, each team member gains an intimate understanding of how our clients' IT systems operate. And, rest assured, TecSupport is backed up with a comprehensive service level agreement so you know where you stand and what you can expect.

Your Business Partner

TecSupport goes beyond traditional IT support, giving you access to a trusted IT advisor. Technology Management offers a suite of technologies and services suited to the needs of growing businesses. From mobile technologies or warehouse management software to hosted financial systems, there's lots of scope for your business to grow with Technology Management.

To discuss the specifics of your IT support requirements call us today on **01902 578300**

Support Essentials

Covering the core elements of your IT infrastructure, with additional support not often found elsewhere. Support Essentials gives you fast access to IT professionals who'll have your business up and running again when problems arise.

- ✓ Qualified IT professionals
- ✓ Fixed fee
- ✓ Unlimited Phone Support

Support Options

Giving you the choice and flexibility to add additional support services to your core Support Essentials package. Support Options ensures you only pay for the support your business needs, at a price your business can afford.

*"From our experiences to far we are **delighted** with our decision to move our entire IT support contract to yourselves."*

— The Local Shopping Reit

*"**Excellent** technical support team with a good knowledge base. Efficient resolution of issues with **excellent** customer service."*

— Baylis & Harding



TecSupport Service Summary

Server & Network Support

| | | |
|---|---|---|
| Server Operating System | ● | |
| Email (Microsoft Exchange) | ● | |
| Set up users, maintain Exchange server | ● | |
| Internet Access Fault Diagnosis and ISP Liaison | ● | |
| Back-up software | ● | |
| Software storage devices | ● | |
| Anti-virus support | ● | |
| UPS Software | ● | |
| Active Directory | ● | |
| System Security - address concerns | ● | |
| Create new system users | ● | |
| Patch management | | ● |
| Disaster Recovery Plans | | ● |
| Network Documentation | | ● |
| Software Licence Compliance | | ● |
| Back up restore policies | | ● |
| Network security check | | ● |

Report and Monitoring

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|--|---|---|
| Monthly Support Call Log | ● | |
| Proactive daily system monitoring and alerts | | ● |

User Support (PC/notebooks)

| | | |
|--------------------------------------|---|---|
| Retrieving Email | ● | |
| Connecting to the Internet | ● | |
| Troubleshooting slow computers | ● | |
| Connecting to printers | ● | |
| Connecting to your network | ● | |
| Microsoft Windows troubleshooting | ● | |
| Remote, Mobile & Home Worker Support | | ● |

Application Support

| | | |
|---|---|---|
| Zetafax, Mailmarshal | ● | |
| SharePoint, Citrix, Terminal Services, SQL (Maintenance Plans), Webmarshal, Neverfail | | ● |

Additional Resources

| | | |
|--|--|---|
| Prepay discount for additional site visits | | ● |
| Holiday cover/special project resource support | | ● |
| Training | | ● |

● Support Essentials ● Support Options



Microsoft Business Solutions
Business Process and Integration
Networking Infrastructure Solutions
Data Management Solutions

