

THE MEDIA CENTRE IT SUPPORT

The Media Centre offers scalable IT support contracts based on a simple pricing structure.

SETUP CHARGES

Less than 5 PCs/laptops
£85.00 one-off charge

More than 5 PCs/laptops or with a server **£125.00 one-off charge**

Additional PC/laptop/server to existing contract **£15.00 one-off charge**

MONTHLY CHARGES

Per PC/laptop **£25.00 per month**

Per server **£50.00 per month**

ADDITIONAL SUPPORT TIME

£50.00 per hour

WHAT DO YOU GET?

When the contract is setup we will carryout an IT health check and pro-active maintenance to ensure PCs/laptops and servers have the following:

- Latest security, hot-fixes, patches and service packs
- Up to date Anti-Virus software and definitions
- No underlying issues

We will check the configuration to ensure best performance of all PCs/laptops and servers. As part of the contract you will have access to our dedicated helpdesk and remote support engineers.

For those occasions when a problem cannot be solved remotely, your contract includes 30 minutes of on-site engineering time for every PC/laptop or server covered in your contract.

From time to time you may find that you need additional on-site support, which we can provide at a charge of £50.00 per hour.

Our helpdesk can be contacted between 9:00am and 5:30pm Monday to Friday, and we can guarantee a 4 hours maximum response from the time your call is logged. You can also contact the helpdesk by Email, Intranet or Voicemail. All calls are fielded by a qualified engineer. Where an on-site visit is required we will attend the following working day.

An IT review will be carried out every 12 months by a qualified engineer free of charge.

If you have any questions relating to our IT services, or require technical support from our IT department you can call our dedicated Customer Service team at:

Tel: +44 (0)870 990 5000

Email: ithelpdesk@mcnetwork.co.uk