

# IT & TELEPHONY

## INSTANT TECHNICIAN

An efficient IT infrastructure is at the heart of every successful small, medium and large business today. But when something goes wrong, where can you go to get it fixed quickly, easily and efficiently?

In a 'virtual' world of faceless IT support providers, The Media Centre can offer you a friendly, locally based personal service to take away the worry when things go wrong. Our aim is to pro-actively support you to help prevent things going wrong in the first place and we can also supply or advise on software and hardware - after all, it's in the best interests of both parties to make sure your IT runs as smoothly and effectively as possible.

As an integral part of the award winning Media Centre in Huddersfield, our IT support team has been providing a superb service to companies in and around the area for over 5 years.

Whatever the size of your company or the complexity of your infrastructure, The Media Centre will provide the service to meet your requirements, at a price you can afford.

### An option to suit your needs

Choose from the following options or call to arrange a free IT health check and we will recommend the right solution.

### THE RESCUE & RECOVERY PACKAGE

This package offers you an affordable package at a fixed monthly fee and provides an 'entry level' service.

We guarantee a call response time of just 4 working hours, and if your problem cannot be resolved over the phone you have the comfort of knowing that an engineer can be on site with you the very next working day.

This package includes 10 help desk credits per month (maximum 1 credit per case). If a case take longer than a one hour call to resolve then work must be carried out on site. Our site visits will be charged at our standard hourly rate plus our variable call out charge depending on location (see zones below)

Additional helpdesk credits can be purchased when required at a cost of just

£10.00 + VAT per credit.

**TMC – React** = £100+VAT per month

### THE PREVENT & PROTECT PACKAGE

The ideal situation is prevention rather than cure and our pro-active contracts offer you support before an emergency arises.

The following is included as standard in all our pro-active contracts:

#### Real-time Monitoring

Real-time system monitoring, using tailored monitoring software, all your servers and services can be monitored from one dashboard; this automated monitoring process identifies system critical issues before they have time to cause disruption.

#### Services Monitored

Server event logs  
System Health  
Disk Usage  
General performance data  
Memory usage  
Server errors  
Email Services – Exchange, Domino, IMAP and SMTP servers  
Backup Systems – complete/failure status and logs

#### Helpdesk

Unlimited helpdesk credits (max 1 credit per case), if calls take longer than hour then work must be carried out onsite to resolve cases, If required additional onsite support can be purchased at £50.00 + VAT per hour.

You'll have access to our online helpdesk user portal to log, trace and monitor all your helpdesk cases. This system also provides self-help knowledge base that is built from other resolved cases, giving you answers to common issues.

All our contracts can be tailored to your individual size and IT needs!

**TMC – Assist** - £200+VAT /month  
Please see support contract matrix for full details

**TMC – Manager** - £500+ VAT /month  
Please see support contract matrix for full details

**TMC – Director** - £750+VAT /month  
Please see support contract matrix for full details

#### Key

Additional helpdesk case credits = £10.00 +VAT each  
Additional onsite support = £50.00+VAT per hour

#### Callout Zones (5 zones)

ZONE 1 - Local (town centre) = £50.00+VAT  
ZONE 2 - Wider Local (Huddersfield, Halifax) = £50.00+VAT  
ZONE 3 - Region (Leeds, Wakefield, West Yorkshire) = £75.00+VAT  
ZONE 4 - Outer Region (Sheffield, York, Yorkshire) = £100.00+VAT  
ZONE 5 - National = agreed at contract negotiations.

#### Support Contract Matrix

The table overleaf is a guide comparison between each level of our support contracts. The Media Centre will carry out an IT Health Check and customize each contract where necessary to your individual company needs.

## Support Contract Matrix

| 9:00am - 5:30pm                        | TMC - React    | TMC - Assist   | TMC - Manager  | TMC - Director |
|----------------------------------------|----------------|----------------|----------------|----------------|
| <b>SLA</b>                             | 4 Hours        | 4 Hours        | 4 Hours        | 4 Hours        |
| <b>Call Out Charges</b>                | See Zones      | See Zones      | See Zones      | See Zones      |
| <b>Remote Helpdesk Credits</b>         | 10             | 20             | 30             | Unlimited      |
| <b>Onsite Support Hours per month</b>  | 0              | 1              | 4              | 8              |
| <b>Real-time Server monitoring</b>     | No             | Yes            | Yes            | Yes            |
| <b>Monthly Systems Checks</b>          | No             | Yes            | Yes            | Yes            |
| <b>Annual IT Health Check</b>          | No             | Yes            | Yes            | Yes            |
| <b>Additional Onsite Hours Cost</b>    | £50.00         | £50.00         | £50.00         | £50.00         |
| <b>Additional Remote Support Calls</b> | £10.00         | £10.00         | £5.00          | £0.00          |
| <b>Cost Per Month</b>                  | <b>£100.00</b> | <b>£200.00</b> | <b>£500.00</b> | <b>£750.00</b> |

All prices exclude VAT



Certified reseller of antivirus software



The Media Centre is Customer First accredited

