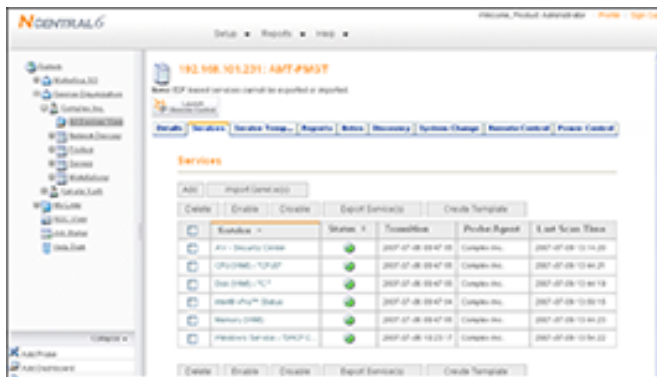




Responsive remote support for your business

Like all businesses, you depend on your network. Have you ever needed to send an important email or access vital information, but the system or data was inaccessible? Traditional IT support models have you call for help, and wait for a technician to be dispatched to troubleshoot the problem. In some cases, making multiple trips for parts! This model forfeits your precious work time for diagnosis, travel and repair. We've put an end to that.



"ITS genuinely care about our business. I wish we had switched sooner."

Our responsive offering gives you the assurance that your organization's IT infrastructure receives the required level of support. Built on the strength of our suite of tools and our renowned customer service, we respond rapidly to changes in the health of your network and applications, and to your requests for help. Efficient troubleshooting means that we get you up-and-running faster than ever.

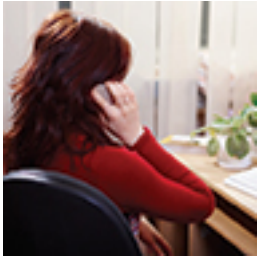
Our enterprise-class IT support and monitoring capabilities empower us to dramatically reduce the time it takes to diagnose and resolve network problems or failures. This translates into increased employee productivity and cost savings for you. In some cases, problems can be avoided before they even happen.

Do these issues plague your business?

- **Wasted time?** Do your staff productivity levels drop dramatically as a consequence of IT outages, interruptions or failures?
- **Stuck in a break-fix nightmare?** Many service providers just address the symptoms of downtime, and not the root cause!
- **No formal agreement?** Are you missing a vital service agreement to ensure you are receiving the right support levels?

Program Advantages:

- **Fast remote support and troubleshooting:** Remotely diagnosing and remediating network, server and desktop issues to help your employees resume their business activities as quickly as possible.
- **A single monthly price for superior network care:** No more guessing what IT support will cost. Receive guaranteed predictability of your IT support costs and avoid high emergency fees. One monthly fee covers all support.
- **Lets you focus on your business:** We are your networking watchdog, enabling you to focus on your core business activities instead of managing a network or its problems.



Program Features:

- Unlimited Helpdesk Services** assist your employees with any technology problems or questions that they have, and remotely resolve PC performance issues they may be experiencing.
- Priority Response** is given to you. Under this support solution, you are entitled to faster response benchmarks and your issues are escalated ahead of non-priority clients.
- Guaranteed onsite engineer response** means you will have a suitably qualified IT technician onsite to get your systems up and running in a timely fashion.
- After-Hours Supplemental Support** is available to clients whose staff encounter problems in evenings, weekends and holidays. We can provide extended support coverage with our highly trained staff.
- 24x7 Performance Monitoring** ensures all of the critical network devices that comprise your small business network are healthy and functioning reliably and optimally.
- Email Content Filtering** proactively blocks SPAM email, reducing the amount of time your employees spend reading and deleting unwanted and unsolicited email.

Standard Features	Description
Unlimited Remote Response	Our technicians work remotely on your computers to resolve issues
Priority Client Response	As a preferred client, you are awarded priority response levels to support issues
Unlimited Network Support	Unlimited remote maintenance, response and emergency support of your entire network
Essential Network Monitoring	Monitoring the vital statistics of your routers, switches and VPN equipment
Essential Server Monitoring	Monitoring of the vital systems of your servers
Essential Security	Ensuring your existing network security investment is doing its job
IT Procurement Assistance	Our IT consultants work with you to help you make optimal technology choices
Guaranteed onsite response	Have an engineer onsite within a specified number of hours
Email and messaging services	Remove unwanted spam and protect against viruses.
Option IT installation/disposal service	Setup onsite of new IT hardware and software and removal of old equipment
Optional Internet Services	Provisioning and management of your Internet connection and Web domain
Optional Hosting Services	Hosting of your servers and critical business applications in our data center



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