

IT TECHNICAL SUPPORT PACKAGES



IT Support from Adept Systems lets you focus on the aims and objectives of your business instead of worrying about your IT.

We offer **technical support** over the **phone**, via **remote access**, or **onsite visits** by our experienced engineers.

Support is provided for **hardware and software**, including assets not supplied by us.

Free consultations on IT efficiency...

All IT support clients receive **free consultations** on any area of your business where **IT** could **improve efficiency**.



Consultation subjects cover everything from **eliminating paper faxes** by faxing from the desktop, to bespoke software to **dynamically update your website** from a database.

3 levels of IT support:



Choose from **bronze, silver or gold** cover. Our engineers provide **first-class service** resulting in **rapid resolutions**.

PACKAGE COMPARISON:

	BRONZE	SILVER	GOLD
Free IT consultations	✓	✓	✓
Web based fault submission & tracking	✓	✓	✓
Remote technical support via phone & e-mail	✓	✓	✓
Remote access support on all hardware & software	-	✓	✓
Next working day response	✓	✓	✓
4 hour response	-	✓	✓
4 hour onsite attendance	-	-	✓
Monthly server healthchecks	-	✓	✓
Software updates & patch installations	-	✓	✓
Free repairs on covered software	-	✓	✓
Free repairs on covered hardware, free courtesy replacement hardware	-	-	✓

Secure My Account area of our website...



GET IN TOUCH to keep your **IT systems running smoothly** without an internal IT department and staff

ADEPT SYSTEMS (HULL) LTD.

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➔ IT TECHNICAL SUPPORT

3 packages to cover all IT support requirements... ➤

BRONZE

Key features:

- Technical support via phone & e-mail
- Online fault submission & tracking
- Next working day response
- FREE IT consultations

SILVER

All features of BRONZE, plus:

- Remote access support on all hardware & software
- 4 hour response
- Monthly server healthchecks
- Software updates & patch installations
- FREE troubleshooting on all covered software

GOLD

All features of SILVER, plus:

- 4 hour onsite attendance
- FREE repairs on all covered hardware
- FREE courtesy hardware during repairs



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