

IT Support
for your business

 **Vertical IO**
Business Class IT Services

This is a guide to the service levels of Business IT Support which can be included in your monthly support contract. We see each customer as individual so we aim to tailor support packages to your needs and the requirements of your business.

We are Partners with Bitdefender, Dell, HP and Apple, so for all new equipment and software we can often get great discounts with a service to match.

We aim to become your first port of call for everything IT.

Support levels and key features

We have 3 tiers of support -

Silver Support Level*

Gold Support Level*

Platinum Support Level*

*Support levels can be tailored to your individual business needs.

Silver Support Level

Key features;

Unlimited support of your systems by email

Unlimited support of your systems by phone

Unlimited support of your systems by remote access

Starting from £100 + VAT per month
(Based on 1 Server and 3 user PCs)

Gold Support Level

Key features;

Silver Support plus -

One scheduled engineer visit per quarter

Backup monitoring

Connection monitoring

No mileage charges

Starting from £250 + VAT per month
(Based on 1 Server and 3 user PCs)

Platinum Support Level

Key features;

Gold Support plus -

One scheduled engineer visit per month

Setup of New PCs & Printers

Email Virus and Spam filtering

Bitdefender Anti-Virus

Still No mileage charges

Starting from £400 +VAT per month

(Based on 1 Server and 3 user PCs)

Keep your IT working the way it should

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