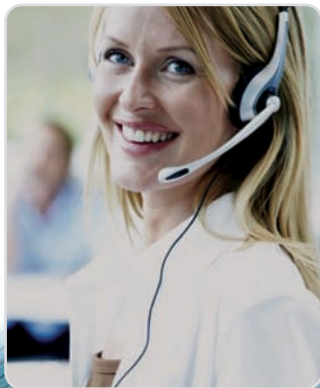


Say goodbye to your IT headaches with

sysCARE™



from
systematixcomputersolutions

Benefits

Systematix has been working with small and medium sized organisations since 1992, helping them get the best from their IT investment. Our **sysCARE™** IT support service has a reputation for reliability and value. In addition clients gain full peace of mind that their IT system is in safe hands.

We offer three levels of sysCARE™ subscription each designed to match the differing needs of our clients:



Helpdesk

Registered users have unlimited access to our Helpdesk during standard office hours by dedicated telephone line, email, and online through the **sysCARE™** website. Our technicians are friendly as well as skilled since we only recruit those with good people skills and they talk in plain English rather than techno-babble.

Our experience shows that over 80% of problems reported can be resolved very quickly from the helpdesk so removing the need for a user to wait for deskside support. There are however occasions when the problem can't be resolved remotely so we arrange for one of our field technicians to visit the client's office. All onsite work though is chargeable in addition to the **sysCARE™** Helpdesk subscription.

We also monitor the client's network and servers 24/7.

This service is targeted at two segments of the market: the smaller cost conscious organisation with under 10 users and a restricted budget; and the larger organisation that wants to free up their in-house IT technicians for project work and find it more cost effective to employ us rather than set up their own Helpdesk.



Professional

In addition to a Helpdesk subscription as above, Professional subscribers also have an allowance of onsite hours for each quarter, which are calculated according to the total number of users. Any work in excess of this allowance is chargeable in addition to the subscription but clients with a stable network generally find the time allowance is sufficient for their needs. In addition clients are allocated an Account Manager to whom they have direct access to ensure that our performance stays up to the high quality of service we aim to provide.

This level of subscription is targeted at the 10 to 20 user segment of the market.



Enterprise

This service is for the larger organisation, generally over 20 users, who want full service support cover for a known fixed fee. Clients have direct access to an Account Director, a Service Level Agreement, and quarterly review meetings. The Helpdesk and all onsite support work is included in the subscription.



sysCARE™ BENEFITS

- Known costs
- A single point of contact for all IT issues
- Established procedures
- Proactive advice
- Multi-site support
- Peace of mind

sysCARE™ Feature	Helpdesk	Professional	Enterprise
Unlimited access to the Helpdesk	Yes	Yes	Yes
Dedicated telephone line	Yes	Yes	Yes
Progress tracking via the internet	Yes	Yes	Yes
24/7 server & network monitoring	Yes	Yes	Yes
Onsite support covered	No	Partial ¹	Yes
Dedicated account manager	No	Yes	Yes
Minor changes covered	No	No	Yes ²
Service Level Agreement	No	No	Yes
Regular performance reviews	Yearly	Half-yearly	Quarterly
sysCARE™ Asset management	Optional	Optional	Optional
sysCARE™ Software management	Optional	Optional	Optional
sysGUARD™ Managed backup service	Optional	Optional	Optional
sysGUARD™ Offsite backup service	Optional	Optional	Optional
sysGUARD™ Anti-spam service	Optional	Optional	Optional
sysGUARD™ Network access control	Optional	Optional	Optional

- 1 A quarterly allowance of hours is included based upon the number of users. Onsite work in excess of this during the quarter is chargeable.
- 2 A 'Minor change' is defined as:
 - a Implementation will not affect other users
 - b The number of users involved is no more than two
 - c The change will take less than an hour to complete
 - d The technology involved is covered by the subscription



“We have worked with Systematix for many years. Our communications and IT needs have changed dramatically during that time. Systematix has worked closely with us to manage all of the migration – it would have been impossible without them. Our changing demands require a flexible response from our IT supplier. Systematix gives us that and much more.”

THE YANKEE GROUP

“As we are increasingly reliant on IT, continuity of operation is essential, as well as seeing a return on our investment. There can be little doubt that without the support and advice we receive from Systematix we would generate far less benefit from our IT investment.”

LUNSON MITCHENALL

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