

Computer Support Services

The last thing you need to be worrying about when you are running a business is technology. Poorly performing computers and computer networks can really restrict your businesses abilities and opportunities.

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Competent, trustworthy and reliable ongoing technical support and advice is just as important at the systems themselves.

A simple telephone [call](#) is all it takes for The Right IT to become your own professional and experienced IT support centre taking care of all the IT related problems, issues, suggestions and requests.

What can we offer you?

We understand that each business is different and has different requirements. As such, we have transformed from a simple telephone based helpdesk into a multi-contact support centre to provide support when, where and how you need it.

Online support community

We maintain our own social-business website community similar to facebook and myspace.

- **Take advantage of our growing online business community** of other business users and customers. You can browse online forums and discussions to find help and advice as well as following blogs and articles written by other professionals.
- **Create and share information within your personal portal space** such as wiki documents, procedures, frequently asked questions and discussions allowing you and your staff to quickly access relevant up to date information when and where they need it.



Helpdesk tools & systems

We utilise an online [ITIL](#) compliant helpdesk system enabling your requests to promptly prioritised, managed and resolved. Each member of your organisation can be provided with a helpdesk account allowing them to report all technical problems and requirements via a webpage, email or telephone, 24hrs 7 days a week giving you a 360 degree view of how your technical infrastructure is performing.

Weekly and monthly reports can be provided to assist with analysis of your environment to not only enable identification of problem areas within your technical environment but also develop recommendations such as



upgrades, process and procedural changes or training.

Realtime remote support

In addition to onsite assistance, we can provide immediate secure remote support for your business.

There is no need to install expensive hardware or re-adjust your security to enable remote support. If you can access the internet, we can connect to your computer. Within 5 minutes, we can remotely connect to your desktop allowing us to see what you see just as if we were standing beside you.

No more waiting for "the IT guy" to arrive sometime next week before you can print again. You can receive instant support which means you and your business return to productivity fast.



PAYG Support Services

We offer purely pay-as-you-go services for on-demand support for when and where you need it. PAYG support is best suited to those clients who are domestic users or in small/home office environments.

As an indication, many common desktop or laptop related issues or problems are resolved within 25 to 30 minutes.

Open Plans (Prepaid Support)

The Open Plan is a flexible arrangement whereby clients purchase a block of prepaid hours in advance, at a reduced rate. Services are then deducted from the block of hours on an 'as-used' basis and are valid for a full 12 months. An account summary will be presented at the

end of each month or earlier, when an account is approaching depletion. At this time, you will be notified and may elect to restock the account.

The purpose of this service is to provide a responsive mechanism to allow the customer to obtain technical support and other minor services in an efficient and flexible manner without invoking a separate purchase orders/invoices for each occasion and at a discounted rate!

Preventative Maintenance



For a fixed monthly fee, we take responsibility for your technology systems. We proactively prevent problems and reduce unnecessary expenses. We offer a broad spectrum of support plans which range from a couple of hours per month to whatever suits you!

The primary purpose of a Support Plan is to provide preventative maintenance. Whether we like it or not, systems cost money to keep running. This can either be spent in a reactive way, chasing tails and putting out fires, or in a proactive way by preventing problems from occurring in the first place.

Our maintenance programs provide the highest service levels with the best value. They are aimed at businesses that place importance on their IT systems uptime and productivity.

Technology systems will demand a certain amount of 'break-fix' work, but the more maintenance performed, the less break-fix work is required. By preventing crisis situations, businesses avoid the real cost of technology problems - downtime and lost productivity.

Preventative services include:

- Server backup inspection - Perform test data restore from previous backup and check all event logs to ensure backups are running successfully.
- Network security monitoring - diagnosis and resolution of attempted security breaches
- Anti-virus software protection - Check to ensure all updates and patches are installed as they become available
- Strategic advice - expert recommendations for upgrades and equipment configuration
- Hardware and software upgrades - installation & configuration of hardware and software, as required

Computer Support Services

In the event you require additional support for the implementation of new equipment or projects, you will also receive extra services at a discounted business rate, only available to support plan clients.