

supporting your assets

We not only strive to work with our clients but seek to ensure that all your expectations are exceeded by our levels of support.

Maintenance

Hardware maintenance will cover you for any parts and labour incurred replacing faulty items or components. You can choose between four and eight hour response times within your contract.

Software Support

Software Support is split into options so you can choose the level of cover you require. This covers you for any software packages that you use. We never want to have a situation where a Software Company blames the Hardware and vice-versa. Our focus is primarily on fixing the problem, and working cooperatively with any 3rd party companies to that end.

Software Support Options include -

Network Support – This option will cover you for all telephone calls and visits relating to software issues within your network but any Virus, Hacker or Service Pack related visits will warrant an additional charge per visit.

Virus Support - This option will cover you for all telephone calls and visits relating to Virus or Hacker incursions.

Service Pack Support - As Software Companies constantly produce Service Packs and 'fixes' for their packages, it is imperative that these updates are managed and installed. This option provides management and installation of these updates.

Monthly Management Visits - This option is a proactive half-day (4hrs) monthly visit, where simple housekeeping tasks are performed to keep the complete network running efficiently. This service has proved to reduce the number of IT failures as problems are caught before they can become major issues. Purchasing this option negates the need for option "Virus Support" and "Service Pack Support" as they are included.

Response Times

Our standard response time for any workstation problems is 8 working hours. This is reduced to 4 hours for server failures but in reality most calls are resolved over the phone, or by remote access and remote control by one of our experienced consultants. In the event that a site visit is required, this will be logged and allocated to the most appropriate consultant available.

making IT work for you

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