



Laverton Computer Solutions – IT without the headaches!

Small and Medium sized businesses (SME's) simply do not have the expertise or resources to keep up with rapidly changing technological advances. Computer problems drastically impact upon business efficiency, resulting in lost productivity and reduced profitability.

Are you throwing money away?

SMEs on average lose **183 productive hours** every year, waiting for IT problems to be fixed. (Research by London Business School)

Reduce the impact on your business with our support. Our qualified and specially trained computer technicians remove IT headaches for businesses ensuring systems are secure, up to date and efficient. Our mission is to be available when you need us, prevent problems before they occur and improve the productivity of your staff.

Why use Laverton Computer Solutions?

With the increased dependence on IT for business we have developed an on-demand solution that proactively keeps your PCs, laptops, networks and servers up to date and working efficiently, leaving you free to focus on the core areas of your business.

Every business suffers from computer problems; they regularly crash, systems freeze or hang, viruses and hackers attack your PCs and documents get corrupt and lost. This directly impacts on your business productivity.

With our support these risks are reduced! Because your business is individual, you need a flexible support package. Whether you have a single PC, a larger network with PCs and Servers or a number of remote workers who are out in the field, we have the right solution for you.

Our Service

We have an IT maintenance service that provides corporate level IT support at prices your business can afford. You will benefit from gaining access to **your own outsourced IT department** when you need it, and without adding to your employment overheads. Your computers are **monitored 24x7** by our software and team of experts who proactively fix issues, in most cases before they even become apparent. The system is completely transparent meaning you can see exactly what our technicians are fixing.

What are the costs?

Because we offer a monthly service plan there are no large upfront costs, you simply pay on a monthly basis for the number of machines that need supporting. Our modular pricing means you can mix and match the service based on your actual requirements – not what we think you need.



What do you get for your money?

Your own Outsourced IT Department – Our Technical Assistance Centre team are all qualified to at least **Microsoft Certified Engineer** level

No disruption to your business - Our solution can be **set up in minutes** with no disruption to your business. We completely take care of the installation and configuration of the system for you.

Get support when you need it –Our service coverage is Monday – Friday 8:30 – 17:30 (extended service available as an additional option). If you experience a problem with your systems you can contact our technical team via our **Helpdesk**, via **Email** or through our integrated and user-friendly **Ticket Reporting** system, meaning you can report a fault 24x7.

Easy to understand - IT can be complex and mysterious; however we will explain all our solutions in layman's terms that are easy to understand. We will provide a **monthly performance summary** with a system health score so you can see that we are maintaining and **improving** the performance of your systems.

Avoid Frustration - When things go wrong it is essential that you have speedy access to the right level of technical support to assist you when these problems hit. With our service we have guaranteed response times so you know that when you report a problem it will be resolved quickly.

Reduce the impact of IT issues on your business - We monitor your system performance **24x7**. Our technicians will then **fix issues** during your service hours, in most cases **before they even become apparent** to the user. Many issues can be resolved remotely which avoids waiting for an engineer to travel to your site. If you do require an engineer we will get someone to your site as quickly as possible.

Increase Productivity - We will ensure that your systems run smoothly and reliably so that you don't have spend time tackling IT issues and can concentrate on more important tasks.

Peace of mind –we will monitor essential components of your systems such as your backups, your antivirus software and your hard disks to ensure that there are no problems. We will also ensure that your systems are secure against the latest threats.

Are your systems legal? - As pirate software continues to spiral and the punishments for non-compliance increase - we will check your machines and the numbers of software licences you have. This can then be compared against your software purchases so you can prevent any unnecessary action.

Do you know what kit you have? Our solution will provide a **system audit summary report** as part of the original set up. This enables us to know exactly how your systems are set up so we can provide the best level of support. As an additional service you can also request a comprehensive system audit at any time.



Additional Options:

Backup & Disaster Recovery – We can provide the latest technology and offsite data storage to fully protect your business data.

Microsoft Office – We will provide reactive support for your Microsoft office applications including Microsoft Word, Excel, PowerPoint and Access. You can rest assured that whenever you report a fault you can log your issue and our team will be on hand to fix it for you.

Remote Access – Gain ***access to your PC*** or Laptop ***from anywhere*** with an Internet connection, giving you real-time access to your systems anytime, ***when you need it!***

Complete Hardware Audit Reporting – You can benefit from a comprehensive system audit giving you a ***full asset inventory listing*** including individual components as required, making insurance and upgrade planning easier. This is available on request.

Extended Support Service Options - If required, you can upgrade to the extended service coverage to Monday – Friday 7:30 to 19:30 giving you the support coverage to suit your operating requirements. Other extended service options may be available on request.

Managed Antivirus – Antivirus protection for your PC's, Laptop's & Server's ***configured and kept up-to-date by experts*** – utilising our industry leading virus protection.

Managed Firewall – As part of our complete IT management & security solution we will completely take care of providing and managing your Firewall solution. You will have peace of mind that you are ***protected from IT and Internet security threats.***

Server Options – Get ***proactive*** and reactive IT support and maintenance for Microsoft Exchange, Microsoft SQL and Microsoft Small Business Server.

The Benefits

- ✓ ***Reduce system downtime***
- ✓ ***Increase productivity***
- ✓ ***Proactive and rapid reactive support***
- ✓ ***Secure access to a PC from anywhere***
- ✓ ***Ensure systems, software and virus checkers are up to date***
- ✓ ***A full daily IT System audit***
- ✓ ***Easy to use fault reporting system***

What do you do next?

All you need to do now is Rupert Abrahams via Email to Rupert@lavertoncs.co.uk or on our Customer Hotline 01969 623907 and we will be happy to arrange an appointment for one of our local representatives to visit your business.

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	Feature	Standard	Premium
SUPPORT	Access to Helpdesk Support	Unlimited	Unlimited
	Helpdesk Response Level	Preferential (6 hours on site)	Priority (3 hours on site)
	Onsite Support (Prearranged)	£20 per hour	Unlimited
	User Administration		Unlimited
	System Changes		0
	Emergency Onsite Report		0
	24 x 7 Monitoring and Alerts	Basic	Premium
	Monthly Performance Tune Up		X
	Monthly Health Check Report		X
	Hardware Inventory Report	X	X
Software & License Inventory Report		X	
SECURITY	Patch Management	X	X
	Managed Anti Virus		X
	Managed Anti Spyware		X
	Managed Firewall		X
	Managed Anti-Spam		X
	Managed Internet Browse Control		X
DISASTER RECOVERY	Online Backup Service¹		X
	Universal Backup Image		0
	Backup Monitoring and Alerting	X	X
	Backup Testing		0
	Disaster Recovery Audit		0

X = Included within service package

¹ = Price includes 5GB of online backup for Premier Plus service and 2Gb for Premier.

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