



# IT Support Services

## Do You Want The Equivalent Of Your Own IT Department?

Let STP take total responsibility for the smooth running of your systems  
so you don't have worry about them

A fully managed service which offers the quality, reliability and trust of your own in-house IT department but at a fraction of the cost

### Access To Fully Trained IT Professionals When You Need Them

Should your IT not work as you would expect; if a staff member wants to know how to carry out a computer task or you want to know whether you are doing something the most effective way; whether simple or otherwise; just ask.

An IT professional will be available immediately to provide real IT support on the phone, using remote control technology to see what you can see and securely take over your computer screen to help you, if you wish.

### Unlimited Telephone Support

You and your staff have access to our friendly technical experts via our telephone helpline or our online support service.

### On-Site Visits

In the unlikely event we are unable to fix your system remotely we will arrange for one of our engineers to attend your site at your convenience.

### All Parts included

The only exclusions being consumable items such as toners, drums, magnetic data storage etc.

### Regular Monitoring

We will monitor your computers for early signs of trouble. Often we find faults and fix them even before you're aware that anything is wrong, preventing interruption to daily activities

### Help And Advice

We are not just here to keep your computer systems running smoothly. We know a lot about computers and how to use them to the full, and we are happy to share this knowledge with our clients. We will be delighted to offer you as much advice and guidance as you need on getting the most from technology to either drive your business forward or to have an easier life, or both, depending on your goals.

**From as little as £29.00 per machine, per annum; call today for a free no obligation site survey**

### Costing examples

Small Business with 3 PC Systems, 1 Laptop, 1 Colour Laser Printer,  
ADSL Router, Network Switch and Fax Machine

Just £499.00 per annum

Small Business with Network Server, 10 PC Systems, 3 Laptops,  
1 Colour Laser Printer, 3 Mono Laser Printers, ADSL Router and Network Switch

Just £999.00 per annum

*All prices quoted would require a free site survey and exclude VAT*

E&OE