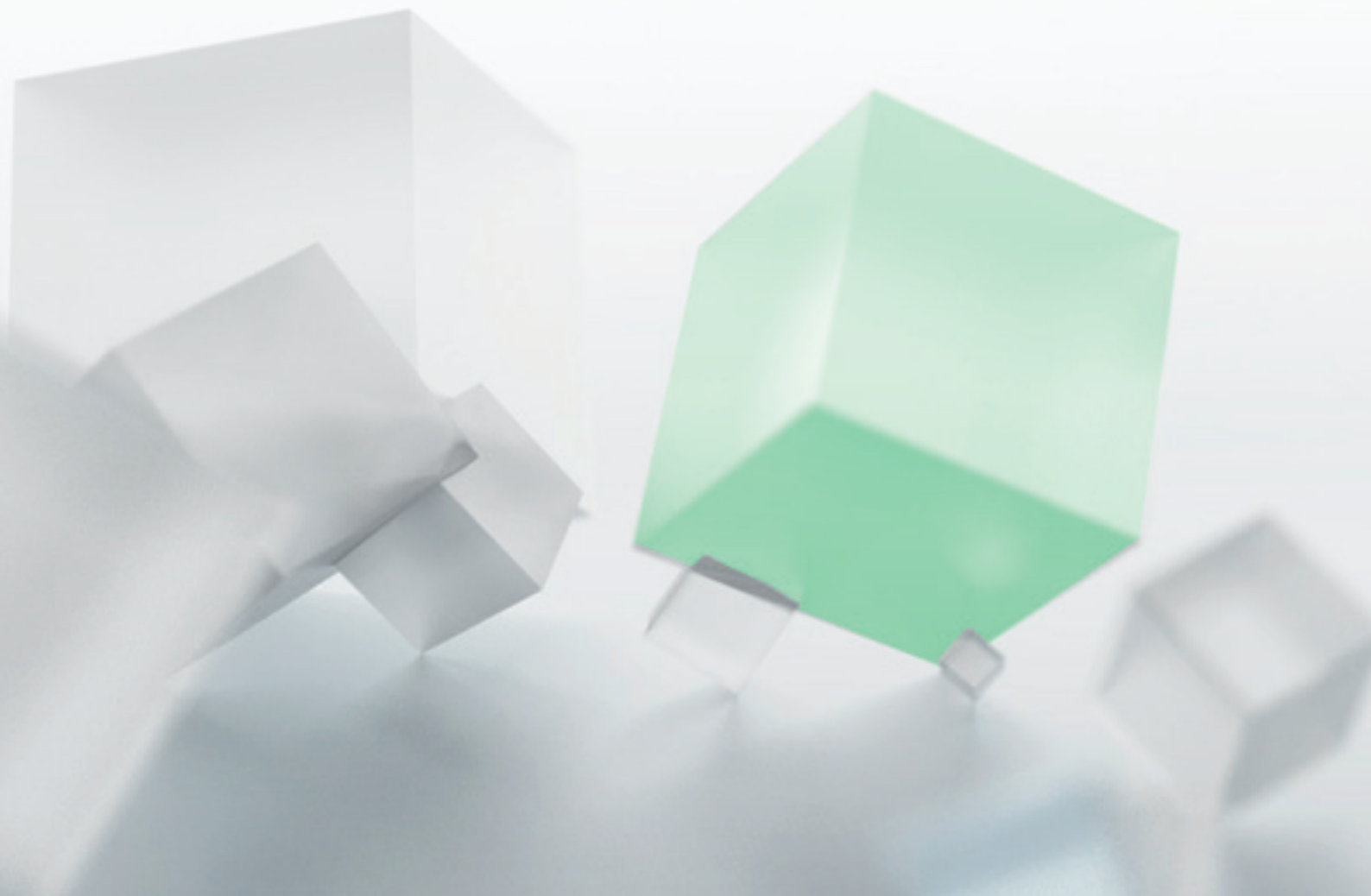




CommsByte

Premium Plus Package

The essential building blocks for your business



Premium Plus Package

For all those businesses with 10 or more users with multiple servers, we provide rigorous monitoring and both onsite and remote support. The Tera Package is designed to give you access to various support services as well as IT strategy review meetings and system reports.

These are the services we offer:

- » User remote support, which includes support over the telephone;
- » Existing backups are monitored;
- » Validation of backups and restoration of files, if needed;
- » Monitoring updates to existing Routers, Switches and Firewalls;
- » Configurations and Fixes for Routers, Switches and Firewalls;
- » Remote support for your Server (guaranteed engineer within 4 hours);
- » Windows updates and management;
- » Comms-Byte's managed Anti-Virus;
- » Onsite support;
- » Emergency onsite support (guaranteed engineer within 4 hours);
- » Regular IT strategy meetings;
- » Monthly system reports;
- » Remote support for two Director's personal computers.

Prices start from £32 per user*

*All prices exclude VAT



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