

# IT Support made simple

From fully integrated IT support packages to one-off projects, ADSI Technology are here for your business

Telephone **01268 495566**

Email **[servicedesk@adsitechnology.co.uk](mailto:servicedesk@adsitechnology.co.uk)**

**[www.adsitechnology.co.uk](http://www.adsitechnology.co.uk)**

mobiles

fixed voice  
& data

IT services  
& support

autovoice

VoIP

energy

## Reliable, Fast, Flexible Service

Founded in 2002, ADSI offer a range of cost effective business to business solutions with on-going account management for small companies, corporates and large enterprises. Our flexible IT support comes from a team of trusted experts and is tailored exactly to meet your business needs.



### We have partnerships with;



## Why just manage your IT, when your IT can be managed

Our services provide full support and complete responsibility for your overall IT requirements; managing day-to-day services and providing long term advice regarding IT-related business issues.

As a client of ADSI Technology you will receive pro-active service from our trained and professionally qualified staff who have the 'know how' to prevent issues before they affect you and your business. We are proud to have a great team here at ADSI. The support team are experienced in Information Technology specialising in programming, networking & infrastructure, software and hardware support.

We identify trends and recurring issues to isolate the root causes. From one-off projects to fully integrated IT support packages we are there for your requirements today and in the future.

## Customer Care is paramount

ADSI provide a cost effect solution whilst making sure you receive the maximum benefit on our recommendations. It is essential that you always come first and that your ADSI experience from start to finish is outstanding. We want you to recommend us to all your business partners and associates.

Our capability and effectiveness sets us apart from the rest. Our processes all adhere to best practice ITIL service management, with continuous review of customer satisfaction to improve future performance. We work closely with our technology partners to ensure our staff are trained and accredited to the highest standards.

If you have specialist software that needs support, we can also liaise with the software provider on your behalf and provide as much guidance as you need to get it up and working.

## Simplifying technology

### Taking out an ADSI Support package means

- Having your own IT department at an affordable cost
- Less downtime and fewer day to day issues
- Professional assistance from a local IT support team to manage your networks
- Ongoing daily checks of your anti-virus software
- Security for your data with safe backups and regular health checks
- Minimal disruption – most repairs can be fixed remotely
- With a fixed price maintenance contract there are no nasty surprises.



## Our dedicated Support can be contacted on;

Telephone 01268 495566

Email [servicedesk@adsitechnology.co.uk](mailto:servicedesk@adsitechnology.co.uk)

## How our support works



## How does the ADSI Technology support service contract work?

	BASIC	STANDARD	PROFESSIONAL
Unlimited Telephone & Email Support	✓	✓	✓
Unlimited Remote Support	✓	✓	✓
Unlimited On-Site Support	Hourly charge	2 hours/month	✓
Backup Monitoring	✓	✓	✓
Anti-Virus Monitoring	✓	✓	✓
Quarterly Remote System Checks		✓	Quarterly On-Site Maintenance
Pro-active monitoring & maintenance		✓	✓
Pro-active System Review		✓	✓
Quarterly On-Site Preventative Maintenance			✓
Annual Service Report & On-Site Review Meeting			✓
Liaison with Third Party hardware & software suppliers			✓
Third Party hardware & software support			✓
Standard Hours of Support	Mon to Fri 9.00 – 5.00	Mon to Fri 8.30 - 5.30	Mon to Fri 8.30 - 5.30
	<b>Response Times, usually a maximum or less:</b>	<b>Response Times, usually a maximum or less:</b>	<b>Response Times, usually a maximum or less:</b>
Critical Response	1	within 1 business hour	within 1 business hour
Normal Response	2	2	1
On site response (Critical)	4	5	4
On site response (Non-Critical)		6	5
	<b>Fees (per calendar month)</b>	<b>Fees (per calendar month)</b>	<b>Fees (per calendar month)</b>
Network & Server + up to 5 Desktops	£125	£200	£300
Network & Server + up to 10 Desktops	£165	£250	£375
Network & Server + up to 15 Desktops	£205	£350	£450
Network & Server + up to 20 Desktops	£245	£400	£525
Network & Server + up to 30 Desktops	£325	£500	£675
Network & Server + up to 50 Desktops	£485	£700	£975
Per Additional Server	£25	£50	£75
On Site Support	£59 ph	£59 ph after 2 hrs	Unlimited

## Our Contract Plans defined;

### BASIC

Unlimited 'problem solving' support by either remote connection or telephone, for a competitive fixed monthly fee. Ideal for small businesses without a heavy demand for IT support but the assurance help is available when needed.

### STANDARD

Unlimited 'problem solving' support by either remote connection or telephone & limited on-site support, but with the addition of pro-active system monitoring. Perfect for larger offices so we can resolve an issue before it impacts your business. Additionally a comprehensive check of your systems is made remotely on a quarterly basis to ensure we haven't missed anything!

### PROFESSIONAL

Designed to give complete peace of mind and could be considered as a lower cost alternative to employing your own in-house IT personnel. With all the elements of our Standard package but with a physical presence by us whenever needed, and on a quarterly basis to check your entire infrastructure.

## Glossary of cover;

### Unlimited Telephone, Email & Remote Support

Whatever your issue we can advise the solution, or using our secure remote access software, take control of your computer and remedy it for you. If it takes 5 minutes or 5 hours, it doesn't matter, the service is part of your monthly support package.

### Unlimited On-Site Support

Available to PROFESSIONAL contract clients, we are your IT Department so if you need us, we will be on-site within the terms of your agreement for as long as we are needed. On-Site Support is available on a BASIC Plan at a chargeable hourly rate, and to STANDARD Plan customers limited to 2 hours per month, chargeable thereafter.

### Backup Monitoring

A vital service to any business, but so easily overlooked. We establish daily notifications of your backup systems to us, alerting to any issues we need to resolve to keep your data safe.

### Anti-Virus Monitoring

Using our suggested ESET solution enables us to monitor and stop all suspicious activity on your network. Also ensures anti-virus software is fully up to date and functioning on servers and computers.

### Quarterly System Checks

We know some things may get overlooked or go unnoticed... As a STANDARD or PROFESSIONAL contract client, we give your servers a thorough health check each quarter via remote access, dealing with any issues we may find.

### Quarterly On-Site Preventative Maintenance

As a PROFESSIONAL contract client, as well as checking remotely, we attend your premises on a quarterly basis to give your entire network (hardware & software) a thorough health check, and deal with any issues that may not have been reported. A full written report is provided with any actions taken and/or recommendations -

### Pro-active Monitoring and Maintenance

We have a 'dashboard' on our service desk that alerts us the moment it sees trouble on your network, servers or internet connectivity. It enables us to address the issue promptly before it impacts on your business.

### Pro-active System Review

Time passes quickly, particularly in the technology industry, so we always keep an eye on your systems in use and advise when upgrade or replacement is advisable. We can even advise when we've found something that can help your business processes or improve on your current solution!



### Annual Service Report & On-Site Review Meeting

Once a year we will meet with company management and provide a full report on the last 12 months support activities. This is a good time for us to make any recommendations or raise awareness of common issues, and for you to provide feedback to us and discuss any requirements.

### Liaison with third party hardware & software suppliers

Provided to our PROFESSIONAL contract clients, we can help with systems provided by third parties (e.g. Sage Accounts, In-House Systems) and work with your suppliers to resolve any issues with these systems.

## Not ready for a full support contract?

### TECH Protect

Pre-paid support hours – only pay for the time you use.....

For any business that feels a support service contract is not suitable for them, when an IT issue occurs that affects your business (and it will) what will you do?

At ADSI Technology we have created a unique scheme that enables you to buy IT support in advance with no huge outlay or commitment – so when the unexpected happens you are prepared.

2 hour option	£99 each (total cost £198)	REMOTE Support Only
4 hour option	£89 each (total cost £356)	REMOTE or ON-SITE Support
8 hour option	£79 each (total cost £632)	REMOTE or ON-SITE Support
16 hour option	£69 each (total cost £1,104)	REMOTE or ON-SITE Support

*\*all prices exclude VAT, terms and conditions apply*

### IT Support made simple

Buy from as little as 2 hours for £99 (face value £258) which will give you access to support from our professional IT team to use when you need it. Each hour purchased comes as 4 x 15mins vouchers making it ideal for small issues.

Once purchased the vouchers are valid up to 24 months from date of issue, so the much needed help you need immediately will just be a phone call away.

You could use one voucher at a time for urgent assistance or use them all for a larger project – the choice is yours.

### TECH Protect vouchers cover you for;

- Microsoft Based Hardware & Software
  - Windows 7 and above
  - Server 2008 and above
  - Exchange 2007 and above
- Network Infrastructure
  - Switches, Routers, Firewalls
- Microsoft Systems
  - Office 365 (Configuration & Administration)
  - Microsoft Azure (Configuration & Administration)
- System Intrusion
  - Virus / Malware cleaning
  - Removal of blacklist email domain or IP address

## Case Study

### The Situation

Although a relatively small business network, the IT systems at this company were vital to the running of the business.

The infrastructure had computers running Windows 7 Home Premium and all data shared from one machine. If this computer was unavailable or had an issue, company data was not accessible.

Remote access was also needed but the existing system had no provision for this.

Email was provided by a third party solution with no anti-spam capability and any further configuration of the service was not possible. The loss of emails was also a possibility as these were stored locally on the PCs.

### The Proposal

ADSI Technology proposed a server network solution with migration to Office 365 that was in budget and avoided replacement of the desktop PCs.

The company internet router was replaced with a business level router/ firewall. A Microsoft Windows Server 2016 was installed and all company data and systems were transferred to the server. The desktop PCs were configured as remote terminals to access the server for all work processes.

The email system was migrated to Office 365 and this was all completed with minimal interruption to the business.

Remote access was configured for the company director, enabling the ability to work from home.

### The Solution

After working with our IT Team, this manufacturing company's infrastructure now operates centrally with full data backup, remote access and mobile working.



## Additional Services

### Hardware & Software Supply

Choosing the right hardware & software for your business can be a minefield. We provide recognised quality brands at a competitive price and offer sound advice to help you choose the best hardware and software for your business needs.



### Anti-Virus & Anti-Spam Solutions

As a business partner with ESET, one of the UK's leading suppliers, we can provide a large portfolio of business solutions to ensure the security of your company systems and data.



### Secure Off-Site Data Backup

It's not all about backup; it's about the restore too. As a Cloud Backup Service Provider, we offer a comprehensive backup service with all data replicated between 2 UK data centres with ISO 27001 accreditations.



### Broadband Services

Get the right package for your business needs. If you're serious about business, you need business-grade broadband or a leased line. You can be sure that we'll always give you the fastest speed available on your business line.



### Microsoft Office 365

Work anywhere, anytime, on any device. Office 365 is ready when you are. Whether you're working in your office or on the go, you get a familiar, top-of-the-line set of productivity tools. Office applications —always the latest versions—let you create, edit, and share from your PC/Mac or your iOS, Android™, or Windows device with anyone in real time.



### Domain & Email Hosting

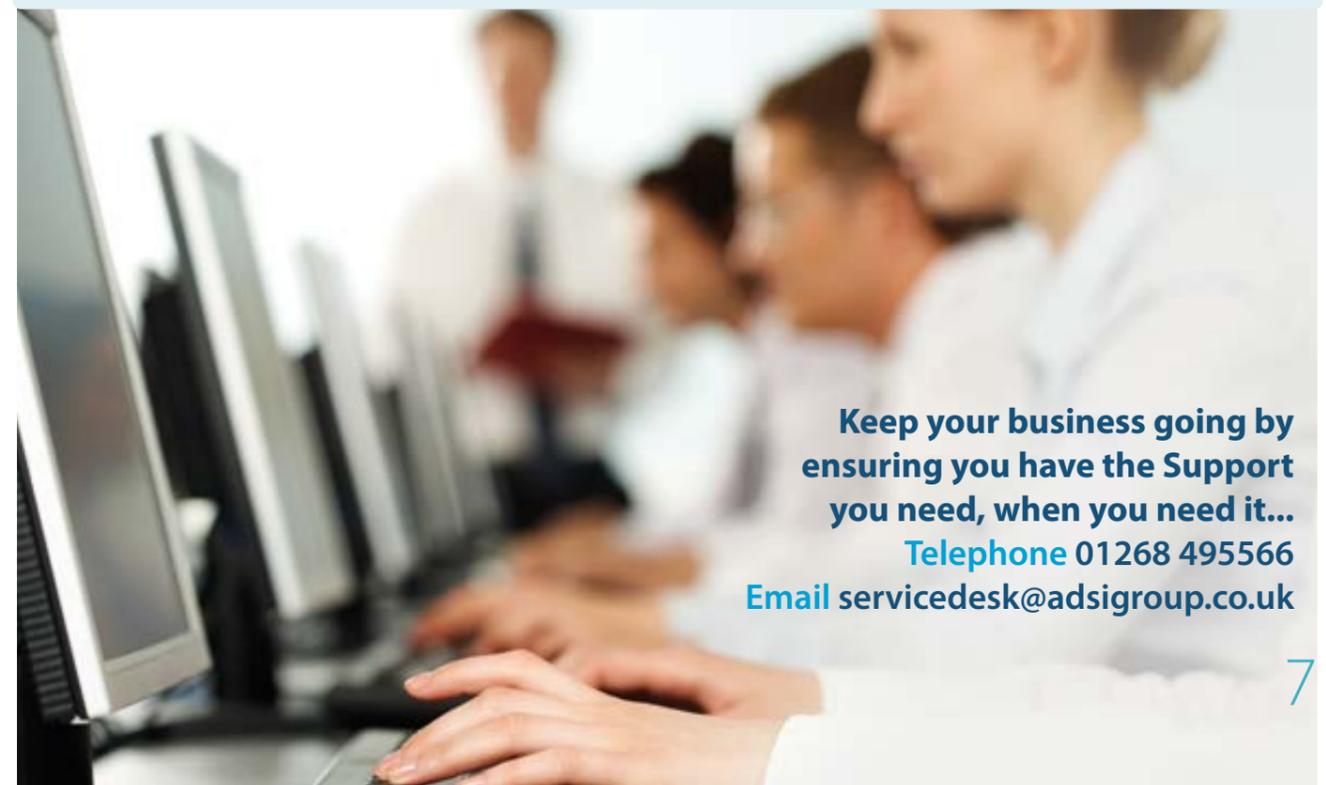
Every business needs a personalised email address and/or website to build customer trust in its brand. Our Hosting service is simple to set up.



You can use a new or existing domain name that you already own and we'll take care of the rest.

### Multi-Site Network Management & Support

When you have multiple offices it can be difficult making sure they are all working with up-to-date information. If each office has its own systems it's easy for them to get out of sync. We can make sure your branch offices communicate with each other, keeping your data in synch. You can be confident we have the capabilities to design and implement the right solution for your organisation.



**Keep your business going by ensuring you have the Support you need, when you need it...**  
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**Email servicedesk@adsigroup.co.uk**



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energy