Fast and Easy Computers

IT Support based in Stockport

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Comparison of Support Packages

Below is a comparison list of the services included for free with each business support plan.

Support	Core	Extended	Complete
Guaranteed tired response times	✅	✅	✅
Unlimited remote phone support (business hours).	✅	✅	✅
Unlimited support via remote login (business hours).	✅	✅	✅
IT advice via email or phone, including on security and GDPR.	✅	✅	✅
Assistance with cloud services, including Office365 + Teams.	✅	✅	✅
Assistance with home working setups.	✅	✅	✅
Help with tablet and phone setup, including data and email access	✅	✅	✅
Out of hours emergency support			✅
Security	**Core**	**Extended**	**Complete**
Windows and application patch management.	✅	✅	✅
PC hardware and software monitoring.	✅	✅	✅
Anti-virus security monitoring (i.e. is it working).	✅	✅	✅
Managed business class anti-virus + DNS protection.	✅	✅	✅
Cloud server level, extended spam and phishing protection.			✅
Management	**Core**	**Extended**	**Complete**
Technical and budget reviews and planning via Zoom or Teams.		✅	✅
Virtual CIO role (we sit in on your meetings giving advice/reports).			✅
Security incident management i.e. fraud, hacking investigation.			✅
File and Permission systems planning			✅

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Training	Core	Extended	Complete
User on-boarding	✓	✓	✓
End user training.			✓
Security awareness training.			✓
Services	**Core**	**Extended**	**Complete**
Managed Microsoft (office) 365 cloud, email and storage.	✓	✓	✓
Microsoft (office) 365 standard desktop licenses (for 5 devices).		✓	✓
Automatic cloud to cloud, data, email, contacts backup.	✓	✓	✓
Backup monitoring.	✓	✓	✓
Monthly human backup recovery testing.		✓	✓
Emergency loan machines.		✓	✓
On-going machine servicing and optimisation.	✓	✓	✓
Changes, additions, moves and removal of users.	✓	✓	✓

	Core	Extended	Complete
Price per PC/MAC/Laptop each month excluding VAT	**£25**	**£35**	**£45**
Extra PC/MAC/Laptop monitored for same user	**£10**	**£10**	**£10**

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Optional extras:

Onsite SLA:
Onsite callout within a specified time window (SLA).
      By end of next day onsite callout £90
      Within 4 business hours onsite callout £175
      With the onsite upgrade all plan inclusive work would be provided onsite free of charge on an unlimited basis.

Servers:
Server monitoring and maintenance (on-premise or in-cloud)   £60/server

Network infrastructure:
We include basic network cover as standard, however larger installations with multiple switches and access points are charged at £60/month

Email signatures
Multiple device, company wide signatures to one or more fixed templates £2 user/month

Security awareness campaigns and simulated phishing
Simulated phishing and staff security awareness training £100 (one off presentation, included in complete plans) then £1.50/user/month

Password Management
Across all devices password management £4/user

<u>Telecoms Equipment and licenses:</u>

We can also provide professional quality IP phones and licenses with advanced facilities such as call redirections, call groups (multiple people on one number), dnd redirections, call transfers, answerphones, multiple outward calls on 1 line, softphones for offsite use etc.

      IP phone license
      with 2000 minutes a month to mobiles and landlines (premium numbers chargeable),
      £15 month per license (3-year contract) or £16 month (1-year contract).

      Call queuing service
      Have a queue set up for telecoms phone number groups £2.50 per user/per month

      Softphones
      Allowing PCs, laptops or Macs to operate as phones using facilities of the phone system including monthly
      minutes and call facilities. £2.50 per user/ per month, great for remote workers, working with a
      PC/laptop/Mac headset.
      .
      Smartphone apps
      Allows smartphones to use all the features of the phone system, £2.50 per user/per month

      Collaborate. Combined softphone and smartphone app and Gamma Horizons Collaborate, meeting, webcam
      and collaboration app £5+VAT per user/per month

      Fibre to cabinet broadband to support the phones
      1 to 3 year contracts from £57-£60 month including line rental. With the 3 year contract (£57) you get phone
      hardware for free (Polycom VVX 450 or Yealink W52p).

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