Fast and Easy Computers

IT Support
based in
Stockport

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Complete Business IT Support Package

This is our most extensive support package designed for small businesses usually with more staff. It covers both remote work and onsite support work when remote won't cut it.

We provide the services of an IT department, the knowledge and planning of a virtual chief information officer, great collaboration for staff using Microsoft (office) 365 desktop and cloud apps. We provide automatic backup of data, email, contacts and shared folders and can configure and manage Microsoft Teams for you. We also include and manage a top-end server-based email spam and security filtering service, to protect against the increasing security threats of phishing and malware.

End-user training and security awareness training is also included, making this a great option for the small office environment where users share data and work with lots of document and clients.

Essentially we provide the IT staff, the applications, knowledge, training and facilities, allowing you to concentrate on your business.

What's included (what is in scope):

	Support
	• Guaranteed response times from our professional IT staff allow you to access to the knowledge and support in a timely fashion during the business week.
	This includes
	    Unlimited remote phone support and IT advice
	    Unlimited support via remote login or email.
	    Tiered guaranteed response times based on the severity of a problem.
	    Onsite callouts and support based work onsite.
	• Assistance with Microsoft (Office) 365 applications, cloud services, including the evolving Microsoft Teams.
	• Resolution of sync errors, shared access permissions etc, that can occur with Microsoft 365.
	• Setting up and helping with mobile phone or tablet email and apps.
	• Advice on IT security, **scams and frauds,** with someone to call to check legitimacy.
	• Advice on GDPR and other relevant regulations, with compliance help.
	• Help with **home and non-office working**, including setting up your home equipment to access your business data securely.
	• Out of hours emergency support, including when working offsite.

	Management • Virtual CIO role, we can sit in on your board meetings. • Technical and budget reviews via Zoom or Teams, whenever necessary. • Ongoing design and maintenance of shared file infrastructure. • Permission management for data use. • Security incident management i.e. fraud, hacking investigation. • Infrastructure audit reports and documentation.

	Services • PC hardware monitoring (spotting errors you might miss). • PC software monitoring (making sure software is not going wrong in the background). • Help and advice setting up, using and securing your phones or tablets. • Monitoring your automatic backups, to make sure your data is safe. • Human monthly backup testing (e.g. test restores). • Managed Microsoft (office) 365 installations, for data, email, teams. • Licensed standard Microsoft Office desktop applications. • Reduced rates for any onsite callouts, although with remote support and maintenance, onsite visits are rarely needed. • PC servicing and optimisation, either remote or if you drop a machine off to us. Keep your equipment in tip-top shape with our help (parts excluded). • Labour costs for changes, additions, moves and removal of users are included. • Free temporary loan machines should yours require repair.
	IT security • Windows and application patch management (essential security). • Anti-virus security monitoring (is your AV working). • Webroot managed endpoint security with DNS filtering included. Multi layered security software and bad website blocking • A true cloud-cloud backup mechanism; covering documents, email, contacts, tasks, shared data and calendars. With daily recall to cover many eventualities • Email (server level) extended phishing and malware filtering.
	Training • On boarding support which includes basic user training in the basics of security, using web applications, data management and working with the extensive Outlook package. • Staff training in IT security (security awareness training). • End user training in your IT systems and procedures.

By default, all other services (not on this list), would be classed as out of scope, however we can provide these on a charged basis.

Monthly pricing. No long term commitment,

We currently charge **£75+VAT** each month per PC or MAC we monitor, the yearly price is 20% cheaper at **£750+VAT**/year per PC or Mac. Extra machines for the same user cost **£10+VAT/month** or £100+VAT/year, this includes us supporting, monitoring and providing security software for these extra machines.
The Microsoft 365 app license can cover 5 devices.

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Example usage scenario:

Users work in and out of office locations, onsite and at home. They like to use the full Microsoft Office suite both online and offline. They want to share data with colleagues on certain projects, but have their own data stored separately. They want access to email, their files, calendars and tasks, the same on all their devices (smartphone, desktop, tablet, laptop). Flexible working is the key, from anywhere; safely and secure.
Should they get confusing or possibly fraudulent emails, they would like someone knowledgeable to help them. As they are away from the office often, they do not always have colleagues to ask.
When their equipment does something unexpected or suffers a glitch, they would like someone available to assist.
If their internet connectivity stops they need someone onsite to diagnose why (if remote fixes can't help).

This plan helps them achieve this, anything sent or received on the smartphone is mirrored on the computers (and vice-versa). Contacts, calendars and tasks can be accessed by multiple devices and shared with others, inside and outside the business. If they want to work offline, they can access and manipulate files (Word, Excel etc) to synchronise with their main cloud data when they are back online
All work is backed up, so if anything gets lost, hacked, stolen corrupted or accidentally changed/deleted, it can be recovered. This is great for collaborated documents.
If you have a security incident, we can secure the breach and produce a comprehensive report to cover your legal obligations under article 33 (5) of the GDPR.
IT support and advice are easily available and free to use, making it less of a chore to call for help, than to try and fix themselves. If staff can't easily follow remote instruction a tech can be dispatched to help onsite instead.
When the user goes on holiday, they can auto-reply messages, forward emails to colleagues, access the data/emails abroad or allow a colleague to easily handle emails on their behalf.
If they need to work from home with different equipment it is all possible and they have the IT support to do it safely.
In summary:
They have both the productivity software, the security, IT services and support facilities, as if they had their own IT department but instead provided by a local IT company that understands their situation and needs, all for a single monthly fee.

Plan Options:

We provide many infrastructure options to complement our support packages, such as server support, large network support, onsite callout cover with a guaranteed onsite response time (SLA).
We can also provide IP phones with full enterprise comms. capabilities and corresponding broadband connectivity.

Please contact us on 0161-483-6656 for details.

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Glossary

- **Guaranteed response times from our professional IT staff.**
  All our staff are trained and qualified IT technicians who undergo constant improvement or refresher training all their career with us. We have set guaranteed response times based on the severity of a problem, the more severe the faster we guarantee a response, remotely or over the phone. If you have an onsite services optional upgrade this is governed by a different onsite response regime, please contact us for details.

- **Unlimited remote phone support and unlimited remote support via remote login:**
  We provide fully qualified IT technical assistance to resolve problems over the phone or via a remote login during business work hours and an emergency phone service at other times on a call back basis. We do not restrict the number of calls or time taken (within reasonable limits) if the problem can be solved remotely, we will help.

- **Tiered guaranteed response times.**
  Below are some standard categories of faults and how we <u>guarantee</u> a response to them, in most cases response is <u>usually much faster</u> for all errors (normally instant), but in very busy times we prioritise this way. The list is <u>not</u> inclusive but gives examples of how we prioritise (if necessary). Timings are for initial response (phone or remote), although the same priority would be given to onsite callout.

Critical	Your main server is offline and users are unable to work	1 hour
	Network hardware has failed and half the company can't work.	
	VPNs for the company have failed.	
	Everyone's computer has stopped working.	
	There is a security breach.	
High	Your internet connection is offline, users can still work locally.	2 hours
	Your CEOs computer has stopped working correctly.	
	Your main accounts systems are not working.	
Medium	One user's desktop has stopped working so they cannot work.	4 hours
	One of your printers has stopped, but other printers still work	
	A user is having problems with connecting to the internet.	
Low	Printing is slower than normal.	8 hours
	A user cannot access a scanner.	
	A user needs some software installed.	
	Add / Delete/ Edit user requests.	
No priority	New computer installations.	These need lead time and planning.
	New network installations or modifications.	

- **IT advice via email or phone:**
  We answer questions regarding your systems and software and can point you towards solutions where we don't have direct knowledge.

- **Assistance with Microsoft (Office) 365 applications, cloud services, including Teams.**
  Microsoft Office 365 (Word, Excel, Outlook, PowerPoint etc) is a great productivity suite, but with lots of features comes a fair bit of complication, especially when receiving documents from others or integrating with other applications which generate content in Office formats. Teams is also a great application that is changing rapidly. Our support team are ready to help with the various issues surrounding using these applications, with the latest knowledge and as we have lots of users in lots of different scenarios, we have a good understanding of any current glitches and resolutions that are available.

- **Resolution of sync errors and permissions.**
  Using Microsoft 365 SharePoint and Teams needs some permission management. Sometimes local file synchronisations also get confused or broken, especially when users access the same files. We are able to fix these errors and reconfigure things safely for users.

- **Setting up and helping with mobile phone or tablet email and apps.**
  Smartphones, tablets and other internet devices can access your data and email. We'll help you set these up to work with your data and services securely.

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- **Advice on IT security, scams and frauds**
  We offer free advice on business rules such as GDPR, PECR, PCiDSS, the ten NCSC steps and Cyber Essentials, we also know most of the current scams, frauds and other ways criminals try to exploit PC users. If you are contacted by people on the phone or web, check with us if its legitimate and we can tell you how to be sure, this is especially true in emails which are often quite convincing.
  Don't guess or start a conversation without getting advice.
- **Home and non-office working:** Home PCs used to access business networks or generally used for any business activities should be secure. We will set up secondary equipment that accesses your services in secure ways, so you can work away from an office safely.
- **Out of hours emergency support, including when working offsite.**
  Our complete package covers emergency out of hours support, at weekends and non-office hours on a call back basis.
- **Onsite callouts cover.**
  In rare occasions remote support cannot deal with a situation and an onsite visit is needed. Our complete plan includes onsite callouts for this work and the callout travel time is free of charge. This does not include user damage, equipment failure or any project work. Example work covered: network fixes, router reconfiguration, power-on troubleshooting, changing logins for many people at once etc.
- **Virtual CIO role**
  If you require we will attend meetings with you, present reports, work through plans, give advice create strategic plans for your IT provisions now and in the future.
- **Technical and budget reviews via Zoom or Teams**
  If you want to talk about your IT estate, services and/or do some ad-hoc planning, then we are available as free consultants on Zoom or Teams.
- **Ongoing design and maintenance of shared file infrastructure.**
  Sharing data is very useful and efficient but needs maintenance and correct and evolving designs to keep being useful.
- **Permission management for data use.**
  With multiple users many layered permissions usually exist (e.g. some users have full access others read only). We plan and manage these for you, as these often change over time.
- **Security incident management i.e. fraud, hacking investigation.**
  Finding out how a data breach or fraud attempt happened can be time consuming and difficult. Our security procedures and tools make this a relatively rare occurrence. However if you do have a security breach, we collect information and give you a technical report covering the incident, its effects, its likely cause and the remediation. This is a general requirement under Article 33 (5) of the GDPR as enforced by the ICO.
- **Infrastructure audit reports and documentation.**
  Having documentation is important for security qualifications like Cyber Secure or ISO 27001. We provide these under complete plans as a starting point in the certification process and generally to allow you to understand what you have and how your systems are secured, designed and operated.
- **PC hardware monitoring:**
  Our monitoring software reports back current and historic hardware faults so in most cases we can proactively fix such problems before a full failure or disaster.
- **PC software monitoring**, **including checks on backups:**
  As with hardware monitoring most software systems can be fixed when they start developing errors rather than completely fail. We also configure, monitor and maintain, both onsite and cloud-based backup solutions for your PC or Mac computers.
- **Help and advice setting up, using and securing your phones or tablets.**
  These devices are often the weak link in IT, we can advise and help you get them configured correctly. They can also be used to access your business data on the move or on holiday. We can assist with this.
- **Monitoring your automatic backups.**
  Backups need to run to be of any use. We check these daily.
- **Human monthly backup testing.**

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Making sure the backups that run are actually recoverable. Tested each month by a technician.

- **Managed Microsoft (office) 365 installations, for data, email, teams**.
  We check that the systems are working as intended, making adjustments, as necessary.
- **Licensed standard Microsoft Office desktop applications.**
  Each User license grants 5 installs of the Office 365 Applications. These are included in the complete plan.
- **Reduced rates for onsite callouts.**
  We offer reduced rates for any onsite callouts, although with remote support and maintenance, onsite visits are rarely needed
- **PC servicing,**
  Running a PC service keeps your machine in tip top shape, just call us and we can do this remotely or if you prefer, drop a machine off to us. The labour element is covered under this support plan, but you may need to pay for any parts used
- **Labour costs for changes, additions, moves and removal of users are included**.
  When personnel change, we will help with the new user setup.
- **Free temporary loan machines should yours require repair.**
  We have a number of functional machines that can keep you working, while yours is repaired.
- **Windows and application patch management:**
  We monitor and pre-test the latest Windows patches before deploying them to your systems, we do the same for other common updates to products such as Adobe Reader, Chrome, Firefox, FTP tools etc.
  Patching prevents most back-door attacks which target systems which are not kept up to date.
- **Anti-virus security monitoring:**
  Checking that anti-virus products are installed and up to date.
- **Webroot managed endpoint security with DNS filtering.**
  [Webroot Endpoint Protection](#) is a leading anti-virus and endpoint security product which we install and monitor. It is based on live data rather than traditional anti-virus products, which rely on downloaded signatures. To enhance this, we also provide DNS filtering (a content based firewall) as standard. This prevents access to security risk websites (URLs) by default, but can also be configured to cover further categories you might not wish to display (such as drugs, adult content, social media etc).
- **A true cloud-cloud backup mechanism.**
  Our backup covers documents, email, contacts, tasks, shared data and calendars. With daily recall to cover many eventualities. Your machine don not need to be on, to be backed up.
- **Email (server level) extended phishing and malware filtering.**
  Your business will be under constant attack by criminals, mainly through phishing attacks on email and through malicious email attachments. While Microsoft 365 provide basic filtering for these, we extend this protection with a product that filters email at the Microsoft server levels, which is efficient and very accurate.
- **On boarding support**
  Includes basic user training in the basics of security, using web applications, data management and working with the extensive Outlook package. Getting a user up to speed in an ever changing world.
- **Staff training in IT security (security awareness training).**
  Showing users current exploit techniques, how security has changed, what to look out for. Helping secure the human element in your systems security.
- **End user training in your IT systems and procedures.**
  Showing users how your file systems, synchronisation, security, support mechanisms and permissions work.

Payment

The Complete Support plan is based on support paid in advance via monthly direct debit.

To set up the plan we would send you a direct debit mandate (normally online) to make adding/removing users and services easier to manage. We claim the cost of the package via direct debit and send you receipts each month for tax purposes. Billing is on the 1st of the month.

Termination of contract

Either of us can terminate cover with 1-month notice. Monthly plans have no long-term tie in, yearly plans are paid in advance and are renewed annually.

We have a cooperative procedure for transferring information to any new provider.

Some Exclusions

Force Majeure might prevent us attending onsite or conducting remote support. An internet connection is also generally required for most interactions other than phone support (often phone support can get the internet working again).

Complete IT package v1.4 August 2020.

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