

# **PC+DCS**

*Healthy computer systems for a healthy business*



## Communication is at the heart of any successful business.

Communication with your customers, clients, suppliers and staff. And at the heart of your communication capabilities is your IT system. At PC Docs, our skills keep your IT system in peak condition.



For your new system, we provide:

- First aid – getting you started
- The health plan – designing a new network
- Medical supplies – hardware choices
- The operation – installing a system
- Maintaining the arteries – installation of cabling
- The healthy work-out – support and maintenance
- Protection – anti-virus and security systems
- After-care – customised back-up solutions



For your existing system, we provide:

- The diagnosis – reviewing your existing system
- Health check – providing support and maintenance
- The prescription – recommendation and installation of hardware and software upgrades
- External applications – bringing together your office networks
- Medical advances – regular advice about the latest technologies to help your business grow

## At your health service

Whether you're a one-man band or a multi-national, we offer the IT installation and support to keep your company profits healthy.

From initial set-up through to on-going monitoring and upgrades, PC Docs works closely with all clients to make sure that the heart of your operation never lets you down.



## No more house calls

In the rare event of something going wrong, our remote fix system software gives 'virtual' on-site support that means that we can repair more than 80 per cent of problems in minutes – without leaving our offices – usually within an hour of receiving your call. If there's a software problem, we can instantly identify, assess and repair it, just as if we were sitting at your terminal. All it takes is a couple of clicks and PC Docs can take full control of your keyboard and mouse to resolve the problem or email you with a solution. We can also transfer files and applications in seconds. Alternatively, one of our specialist engineers is on hand from Monday to Friday to talk you through the solution by phone.

## Comprehensive clinical assistance

Whatever your IT requirements – whether it's new security software to protect your patents or setting up a network for your home-based employees – PC Docs offers the complete package.

## PC Docs – Your IT health care consultant

### New systems consultancy

Whether you're a brand-new company or revolutionising your IT systems, PC Docs provides the following services.

A complete, documented review of your requirements; purchasing recommendations; installation and staff training; the installation of reliable IT security software; plus on-going professional support, maintenance and emergency assistance – either by phone, office visit or with our remote fix virtual on-site support system.

### Existing systems consultancy

Even the larger multi-nationals these days are outsourcing their IT support and this is where you need a reliable company who can provide you with all the support you need without being a drain on your overheads budget.

PC Docs provides all the above services to large companies plus: a comprehensive review of your existing set-up; remote repairs using the latest specialised virtual on-site support software; regular, no-pressure hardware and software upgrade recommendations; the installation of security systems such as Firewalls and anti-virus software; wireless or cabled network systems; plus Virtual Private Networks (VPN) to link branch offices and home workers.

## The cost of PC Docs IT Health Care

At PC Docs we offer the following four levels of cover for customers – so there's one to suit every requirement and budget.



### Premier IT Health Plan

The ultimate in IT support for total peace of mind – Premier offers the support and maintenance levels of having your own in-house IT department

### Level One Health Plan

Our most popular package, the Level One Plan ensures that your IT system never lets you down – keeping your communication lines open at all times

### Level Two Health Plan

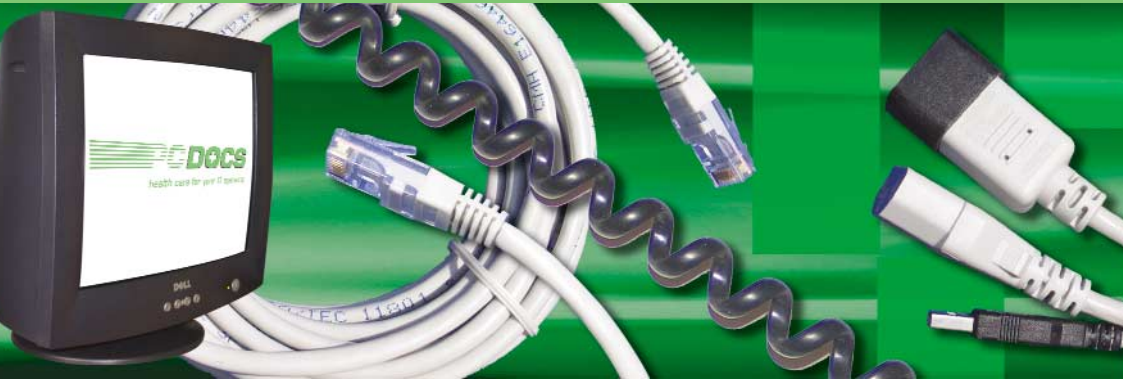
For those businesses that want to stay up and running but need to keep overheads down, Level Two enables you to receive IT support for a realistic price

### Level Three

No contract, just pay as you go. Ideal for business individuals or small companies who need occasional IT support in an emergency

	Contract Based Support			Pay as you go
	Premier	Level 1	Level 2	Level 3
Tel/Email Support (Mon-Fri, 9 am -6pm)	✓	✓	✓	£1.50 per min £1 per email
Remote fix*	✓	✓	-	-
Unlimited on-site support**	✓	-	-	-
Quarterly upgrade visits	✓	-	-	-
Hardware repair or replacements	✓	-	-	-
Cost per PC per annum	P.O.A	P.O.A	P.O.A	-
Cost per Server per annum	P.O.A	P.O.A	P.O.A	-
On-site support† (Mon-Fri, 9 am -6pm)	Unlimited	P.O.A	P.O.A	£65 per hour
On-site support (out of hours and weekends)	£75 per hour	£75 per hour	£75 per hour	£85 per hour

\* If we are unable to fix the PC remotely or cannot obtain a network connection, a site visit may be necessary \*\*  
 See full terms and conditions supplied on request. † On-site response times are eight hours for all computers (PCs  
 and laptops) and four hours for servers, except for Level Three Health Plan which is by agreed appointment only.



## **PC DOCS**

*PC Docs is on-hand to answer all queries, provide quotes and, of course, install and maintain your IT systems.*

*For full details please contact:*

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