

# TIPTOP COMPUTERS

## I.T. MAINTENANCE AGREEMENTS

### Information Pack & Prices

#### **Just a few benefits of a Maintenance Agreement:**

- Priority callout (typically same day response)
- Effectively less than HALF THE PRICE of our pay-as-you go Standard Rates
- Allows you to forecast your IT expenditure for the year
- Dedicated Engineers

#### **Choose your level of cover**

Below are our maintenance agreements. To make things easier we've suggested how many machines each subscription should cover, but you can choose which level of cover you wish to opt for. You might be more technical and hence need less support, and so you can choose a 'lighter' package.

	<b>Recommended for:</b> (Assuming light use)	<b>Support Time included</b> Per 3 month period*	<b>Monthly Fee</b> (ex. VAT)
Level 1	1 - 3 PCs	6 hrs	£59
Level 2	3 - 6 PCs	12 hrs	£118
Level 3	6 - 9 PCs	18 hrs	£177
Level 4	10 - 15 PCs	24 hrs	£236
Level 5	16 - 20 PCs	30 hrs	£295
Level 6	21 - 25 PCs	36 hrs	£354
Level 7	26 - 30 PCs	42 hrs	£413
Level 8	31 - 40 PCs	48 hrs	£472
Level 9	41 - 50 PCs	54 hrs	£531
Level 10	51 - 60 PCs	60 hrs	£590

For each server that you have, add £99 to the monthly fee and add 2 hours of support time included per month.

\* Unused support time does not roll over to the next period. Prices exclude hardware costs and are subject to VAT. Terms & Conditions apply.

#### **Why use TipTop Business?**

1. We are local, so we can be on-site very quickly when required
2. We can remotely access your computers to provide instant quick fixes

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3. All our TipTop Engineers are qualified
4. All our TipTop Engineers are fully-insured (so if we fall through your roof, you're covered!)
5. All our TipTop Engineers are CRB-checked
6. All our TipTop Engineers are employees of the company, not sub-contracted
7. All our TipTop Engineers are reference-checked
8. You are allocated a dedicated TipTop Engineer who will become familiar with your network
9. We can arrange to provide support out-of-hours to minimise any impact on the running of your business
10. We support Windows, Macs and Linux computers and servers.

## **Some examples of what TipTop Business can offer:**

### **Maintenance**

Repairs & upgrades  
Hardware & software support  
Troubleshooting  
Remote monitoring

### **Networking**

Network evaluation  
Full office cabling  
Wireless hotspots  
Total wireless coverage

### **Security**

Vulnerability evaluation  
Security implementation  
Monitoring & maintenance  
Virus & malware removal

### **Connectivity**

Shared folders (over LAN or WAN)  
Remote access setup & tutorial  
Internet access & failover access  
Leased lines & fibre optics

### **Email & Communication**

Exchange email setup & support  
VOIP configuration  
Telecoms  
File sync between multiple PCs

### **Portable Devices**

Blackberry & iPhone configuration  
Mobile phone, PDA, etc support  
Mobile broadband for laptops & netbooks

### **Backup**

Backup installation & maintenance  
Local or remote backup  
Data recovery  
Raid configuration

### **Business Continuity Planning**

Disaster Recovery  
Analysis, design, implementation, testing & acceptance  
UPS (uninterruptible power supply) installation

### **Website Design**

New design or development  
Maintenance & updates  
Hosting  
Weekly website traffic reports

## **Recent Testimonials (just a sample – plenty more on our website)**

**April 2010**

*Well want can I say the usual no fuss expert advice and support. As I said to someone last week it is like having my own outsource IT department. Keep it up guys.*

Thames Ditton

**March 2010**

*Really happy that my problems have been sorted out so efficiently.*

Claygate

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March 2010

*Great team, very helpful and friendly. 100% happy with all the work the team have done, Big thank you!!*  
Esher

March 2010

*A really excellent service. Helpful, friendly and reliable.....A pleasure to know them... Thanks.*  
Claygate

January 2010

*I wanted to say a big thank you to Ricky who did an amazing job last night staying on till very late and beyond the call of duty to solve a whole host of jobs, TipTop once again delivered an outstanding service and I wouldn't hesitate to recommend them to anyone.*

Thames Ditton

January 2010

*First class service. Could not have been any better. A pleasure to deal with pleasant and knowledgeable staff who actually know what they are doing, something of a rarity in this computer age.*

Surbiton

January 2010

*Attended to supply and fit a Backup system as well as fix a few other problems. Almost impossible to improve the service. Friendly courteous and knowledgeable. Have already recommended the company to three friends.*

Claygate

## **Contact Us**

If you're interested in a Maintenance Agreement with TipTop Business, why not call us now:

# 01372 46 4321

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## Thanks for reading.

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