



## FSI Technical Support

### Benefits of choosing FSI as your IT support provider:

- ▶ Hardware and software updates.
- ▶ Reduced downtime.
- ▶ Guaranteed response time.
- ▶ Remote support management.
- ▶ Cost control.
- ▶ Solutions and fixes by certified systems engineers.
- ▶ Compensation for existing skill gaps.
- ▶ Knowledge transfer opportunities.
- ▶ Competitive cost

### Sample **Service Pack One** (abridged) maintenance contract:

#### Enterprise IT consultancy and senior IT technical support

##### **content:**

- a) Provides short-term solutions for enterprise system problems (Server and Desktop).
- b) Offers consultancy services for IT departments.
- c) Our engineer will come to your company periodically, and take responsibility for enterprise network administration and network security.
- d) We offer remote network administration services, telephone technical support services and consultancy. In emergencies our senior IT specialist will provide technical support on site.
- e) We can provide enterprise network system optimisation, system upgrades, network security and antivirus solutions.
- f) Special services as requested.

Description	Bronze	Silver	Gold	Platinum
Telephone Support				
Dial-in Support				
On-site Support				
Annual Network Analysis				
Monthly Technical Reviews				
Quarterly Technical Reviews				
Monthly Helpdesk Report				
9:00 -17:30 cover				
8:00 - 24:00 cover				

### Sample **Service Pack Two** (abridged)

#### IT Maintenance and network management service & support solutions

##### **content:**

- a) We provide network administration, including PC, server, network and hardware maintenance.
- b) Our engineers will visit your company periodically. They will be responsible for enterprise network, software/hardware tests and will monitor network performance and hardware reliability and availability.
- c) Telephone support -5 hours on-site response (in Leeds) for emergency.
- d) According to your requirements, backup databases.
- e) Special services as requested.

**Bespoke support solutions are available to incorporate any combination of the features above.**