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The Philosophy

At remoTech we have a commitment to helping our customers by allowing them to concentrate on what is important - running their business, while we look after the tools that help them to run their business.

This can be effectively done by building up close working relationships, based on trust and honesty. We believe in offering a value for money service, by identifying areas where infrastructure costs can be reduced and controlled, and by building in resilience to minimise system down time. In reality remoTech could become a virtual member of staff within your company.

Most small businesses have no need for complex systems, and we would never recommend any product or solution that would not have a real benefit to your bottom line. The first question we always ask of a product or service is:

"Does this have a real benefit, and will it help reduce costs or increase sales?".

The Dilemma

Small and medium sized businesses, typically up to 30 users, are faced with a difficult choice when it comes to providing support for their I.T. infrastructure - Employ a full time support engineer, or outsource to an I.T. support company.

Both of these choices have implications.

Employing a full time support engineer

Expensive considering the amount of actual hands-on work required to support users on-site.

The cost of employing a decent all-rounder, necessary for a smallish company, is at least £25k per year in salary alone, add on costs such as Employers NI payments and insurance and this goes up to around £35k per year*. Holidays and sickness are not covered if only one engineer is employed, which presents the employer with another problem, bring in someone from outside at short notice or do nothing and hope that nothing goes wrong. Potential extra cost again, especially if there is a system fault.

Outsourcing to an I.T. support company

Generally two options are available:

Have an on-site engineer.

or

Have a maintenance / help desk contract to cover faults.

There is no apparent cost saving to having an on-site engineer, except for sickness and holiday cover when the outsourcing company simply supply a different engineer from their pool.

Having a maintenance contract only covers faults, not day to day issues such as freely available user support and daily systems checks. Regular outsource companies will generally not provide a holistic service to a customer, covering infrastructure needs such as vendor management, consumables stock control etc.

remoTech can provide an alternative option...

* The average I.T. support salary is £29000 (Source – Computing magazine 21st November 2002)

The Service

remoTech is committed to providing a holistic service for all your I.T. infrastructure needs whilst helping your company to control and reduce support costs, by a combination of on-site and remote Systems and Network Management services.

This leaves you to concentrate on running your business, rather than running the tools that help you run your business, safe in the knowledge that there is a safe pair of hands in the background keeping things in order

remoTech has over 15 years overall experience in communications networks and I.T. support, from both sides of the fence, as a systems supplier and as an end user. This experience can be put to use when supporting your company, from straightforward tasks such as dealing with a vendor about a printer fault, through to strategic planning to improve your services and reduce costs

remoTech services

Every company is different and so has different needs, although those needs are generally similar. Your support can be tailored to meet those needs accordingly and built in to a support agreement.

Our **Premier** support service provides the following:

- One, two or even three days a month on-site depending on the size of your infrastructure, to:
 - Health check all systems.
 - Check data backups have been successful by carrying out a test data restore.
 - Address and resolve user issues and queries
 - Meet up with remote users to health check laptops, connectivity issues etc.

- Basically anything you would expect from a permanent I.T. support employee. All visits will be documented and all issues actioned.

- Unlimited phone support within office hours for all infrastructure needs.

- Problem ownership. We will own and manage any issues through to resolution, communicating back to you with updates where relevant. This includes managing external suppliers.

- Remote systems support via Terminal Services or Dial up connection. 90% of tasks and problems can be addressed and resolved in this way. This includes daily documented health checks, and automated monitoring of all vital services, so if there is a problem it is likely we will know about it before you do.

- Software licensing compliance and asset management. Using Centennial Discovery we will keep a live audit of your systems, covering license usage and availability, software usage and hardware configuration. This information will help us to make balanced assessments of any issues that arise.

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Infrastructure Support Services

- Hardware, software and licensing purchases, either through your current supplier or through our supply chain. We offer extremely competitive pricing, however if another supplier can offer a better price for an item we will go with it on your behalf.
- Product evaluation and consultancy. We are constantly on the lookout for new products that can help to either improve efficiency and resilience or reduce costs, and will make recommendations accordingly

Additional work, such as upgrades and moves, are not included in the package and would be quoted for separately, as would extra on-site days.

However there some work to do before we can confidently offer this service....please read on.

The Implementation Stages

There are three stages that need to be covered in order to be able to effectively provide the **Premier** support service:

Stage 1 – Audit and Report

We will audit your systems as they are currently and report on the results, using Centennial Discovery asset management software, making recommendations to improve resilience and reduce costs where needed.

Stage 2 – Implementation

Implement the improvements recommended in Stage 1, and document processes where necessary.

Stage 3 – Ongoing Support

Now we have reached this stage a bespoke agreement can be put into effect based on the services previously outlined.

Please note that you have the option to stop after Stage 1 or Stage 2 if you wish.

The Skillset

A very brief summary of the products and disciplines we support:

- PC's & Servers - Compaq, IBM and Dell & OEM
- Storage Area Networks and Network Attached Storage (SAN and NAS) - Xiotech Magnitude, Quantum and Dell
- Data Backup applications and services – Backup Exec, Arcserve, VBAK
- Datacommunications - LAN, WAN and Internet - ADSL
- Telecommunications - Siemens Realitis and isTDX
- Lotus Notes System Administration - versions 4 and 5; Lotus CLP certified
- All Microsoft Operating System versions - Windows XP, 2000, NT, 98/95
- Microsoft Office
- Microsoft Exchange
- All leading Anti-virus products - McAfee, Symantec/Norton, CA, Trend and Sophos
- Firewalls
- SMTP/POP E-mail systems
- ADSL implementation and router installation and configuration

The Installation Service

We have a depth of experience in carrying out installations, from the most basic tasks such as commissioning a new PC onto a network, to carrying out a complete installation of a new office on a green field site.

Major installations are covered from Project Management level through to nuts and bolts work, liasing with outside agencies such as Telco's, electricians, cabling suppliers to ensure that the whole operation goes as smooth and problem free as possible.

Internet Broadband (ADSL) connections are now extremely popular and in demand, and we have responded to this demand – remoTech will liase with ISP's and BT to get your ADSL connection in service with the minimum of fuss, and supply and configure your connection, cable modem or ADSL router, and get you on line and away from the World Wide Wait of dial up modems. We will even take control of your domain for you to avoid the service charge that some ISP's impose for this service. (Talk to us for a full explanation of this)

The Supply Chain

In line with our philosophy of value for money, remoTech can supply all products associated with an I.T. infrastructure at competitive prices, through our extensive supply chain.

However if you prefer to use a supplier that you are familiar and comfortable with, that's fine, we can deal with them on your behalf, however we feel that can probably match quotes from elsewhere in most cases.