



## Making a difference to IT support for your Small Business

### Welcome

In the modern digital era your trusted IT Consultant is a vital part of your business initiatives and operations. IT systems and networks need strategic evaluation and tactical planning. ITWorks monitors potential problems before they disrupt your work and, in case of an issue, delivers comprehensive support and assistance at every level; so that you can concentrate running your business and leave us to worry about your IT.

Our Managed IT services isn't just about how we save your business money, but also about helping you grow increasing productivity

### Support plan overview

#### SIMPLE FIXED PRICING

With our fixed price plans things couldn't be easier. \$100/month for each employee a company has on payroll.

#### NO LONG TERM CONTRACTS

We know our level of service will keep you coming back again and again, that's why we offer 1 year contracts as standard.

#### WORKING WITH YOU TO MAKE LIFE EASIER

Our IT services plan is simple: we don't get paid everytime you call us if something doesn't work. Our clients must be always up and running because if they aren't, we lose money.



We have a special incentive

### Try a different take on IT support

To find out more call  
612.512.1100 today



[info@computerfix.live](mailto:info@computerfix.live)

[www.computerfix.live](http://www.computerfix.live)

# Services



## Support Desk PEACE OF MIND COVER

- 8:30 - 7:30 Mon to Sat
- Expert based staff
- 52 weeks per year



## Assistance ENSURING BEST VALUE

Ensuring services to fit your requirements



## 24/7/365 Monitoring PROACTIVE SUPPORT

- Preventative maintenance
- Always on monitoring means issue can be solved before they impact your business



## Reporting TIME SAVING INFORMATION

- Annual & quarterly reports
- System health check audits keep on top of potential problems
- Information easily available to make smart choices on upgrades and improvements



## MIS Support Assistance WORKING WITH EXISTING SYSTEMS

- We deal direct with your chosen provider
- Knowledge & expertise allow us to resolve problems with minimum impact.
- No more time draining support calls, we do it for you.



## Network & Wireless Support HASSLE FREE CONNECTIONS

- Support for existing wireless systems
- Optimising connectivity & security
- Expert advice on increasing coverage and capacity

## Service level approach

### Call Type:

Incident – eg a technical glitch which needs investigating further

Question - a query on how to achieve something

Problem – a fault of some description

Task – improvements to systems that aren't a problem

### Priority:

- Low priority – issues not affecting the day to day running of systems
- Normal priority – issues impacting systems but don't stop them working
- High priority – critical system for one or a small group of users effected
- Urgent priority – critical business systems effected

### Our target maximum response time:

	Problem	Incident	Question	Task
<b>Urgent</b>	0-4 hours	0-4 hours	0-8 hours	5 Days
<b>High</b>	1-8 hours	1-8 hours	Next Day	10 Days
<b>Normal</b>	Next Day	Next Day	1-2 Days	N/A
<b>Low</b>	2-3 Days	2-3 Days	2-3 Days	N/A