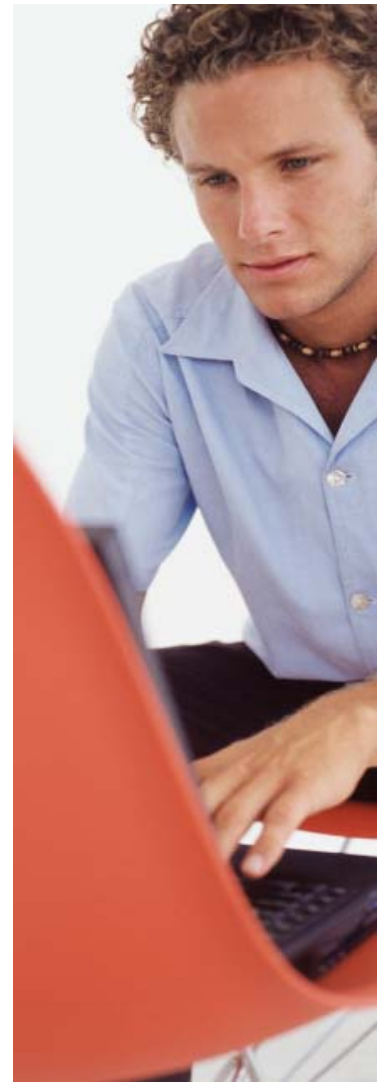


TekEasy IT Support

A comprehensive IT Management Service



What is TekEasy?

Teksupport's TekEasy is a comprehensive, professional IT management service. It's like having your own IT department, but at a fraction of the cost – which makes it ideal for small to medium sized businesses. It's assurance for your IT system and peace of mind for you.

TekEasy will take away the worry and frustration of running your computer system and let you get on with doing what you do best, running your business. Teksupport provides you with professional personnel to manage and maintain your IT system for you.

How does TekEasy work?

The level of TekEasy support required for your company is determined through consultation. Once this level is agreed upon, a specific plan will be put in place that will include routine visits providing ongoing support on a regular basis.

What does TekEasy provide?

TekEasy customers are provided with:-

- Priority response over casual customers
- Routine visits to your office
- Remote support
- Resolution of it issues
- Problem prevention
- Checks that backups are secure and reliable
- Checks for anti-virus and anti-spam protection
- Regular preventive maintenance checks
- Consulting services eg network design etc
- Advice on hardware and software
- Remedial hardware repairs
- A response to your call for help within 2 hours.

Through our remote monitoring and alerting service we can identify and correct potential problems before they impact on your business.

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How much will TekEasy cost?

The TekEasy service is an affordable, individually calculated fee that is paid monthly in advance. Our calculations are based on information about your system such as level of staff, IT experience, current systems standards etc.

Your TekEasy plan is tailored to your business's specific requirements. For example, a typical small business of 8 computer users would require a plan for 4 hours of IT support per month.

Once you become a TekEasy customer, your business will enjoy a discount on our standard labour rates.

Call us now for an obligation-free appraisal.

The benefits of using TekEasy

Your company will have all the benefits of your own IT departments at a fraction of the cost of employing your own IT staff. TekEasy will:-

- Relieve your staff from the responsibility of day-to-day issues with your company's computer system and allow them to focus on their 'real' job.
- Provide confidence that potential problems will be identified and rectified before they impact on your business
- Provide your company with professional service and advice
- Provide a predictable expense for computer support on a monthly basis
- Give assurance that someone is there to help you when you need it.

TekEasy customers also benefit from our remote monitoring and alerting software that continually monitors your systems vital signs.



Why you need TekEasy !

TekEasy is much more affordable and flexible than employing your own IT staff. Consider these benefits:-

- ✓ Access to a broad range of IT knowledge and experience rather than just one employed staff.
- ✓ IT expenses are much more predictable rather than unknown
- ✓ Remote monitoring and alerting service for extra peace of mind.
- ✓ Save valuable time so you can concentrate on your real business.
- ✓ Early detection and prevention of problems and viruses.

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