

# Remote IT Support



Many businesses, charities and other organisations rely heavily on their computer systems. We are committed to providing you with a fast response to problems as they occur, and working with you in a long-term strategic manner to prevent most issues occurring in the first place!

## **Need An IT Manager But Not Able To Justify Another Salary?**

Remote IT Support provides you with a PC network support department at a fraction of the cost of hiring a full-time IT professional. We can also act as an extension to an existing in-house IT team, providing backup support and a third-line of escalation.

Using remote technology we are able to access your systems from our offices providing an immediate response to your problems. Our helpdesk is operated by experienced IT professionals who have a pool of knowledge, experience and certifications to ensure you receive only the best backup support.

## **Wish You Had A Reliable Source For Help And Advice?**

We pride ourselves on the real benefits that our clients experience by using the Remote IT Support service. Take a look at our case studies and testimonials for proof that it is a valuable, cost-effective network support solution.

Contact us to increase confidence in your IT equipment and for reassurance that there is someone you can trust to provide both proactive and immediate reactive support.

## **What is RITS?**

Remote IT Support (RITS) is more than just a phone number to call when problems occur, it is a complete network support solution that utilises many proactive and reactive methods to ensure you get the most out of your IT equipment.

You receive access to advice, troubleshooting and remedies from a team of IT professionals which minimises any downtime. By using remote-access technology, you don't have to wait hours or days for an engineer to attend your site -you can have an immediate response within minutes!

## **Proactive not Reactive**

- .  Monitoring and Alerts  Help Desk
- .  Anti-Virus Protection  Remote Control
- .  Data Backups  On-Site
- .  Practical Help and Advice  Collection and Return
- .  Security and Reliability Updates

## **Monitoring and Alerts**

As part of an initial audit, your systems are configured to alert us to any issues that occur. By monitoring backup logs, virus alerts and other critical system activities you can be confident automated tasks are being carried out successfully.

We are also able to monitor your connectivity and critical Internet services externally. Email servers, Internet connections and any other services you rely on will be monitored constantly. If any become unavailable, you will be alerted immediately and remedial action will be taken. In most instances we are able to identify and fix the problem before you even realise it existed!

## **Anti-Virus Protection**

It is essential that adequate protection is in place to protect your systems from any unwanted threats. In the case of basic desktop protection, each PC is configured correctly to ensure automatic updates are being applied regularly. If a more corporate solution is in place, alerts will also be monitored to ensure the system is successfully dealing with all threats.

Recommendations will be made in the event that inadequate or no anti-virus software is being used.

## **Data Backups**

Many organisations don't see a backup procedure as critical until such a time they wish they'd had one in place! At this point it is usually too late and so a reliable backup is critical to ensure all your valuable data is safe, whether the victim of a system crash or your entire office burning down. Would you be able to recover from disaster quickly? Monitoring and Alerts makes sure your backups are being carried out successfully by analysis of the daily reports.

Recommendations will be made in the event that inadequate or no backup is in place.

## **Practical Help and Advice**

By providing your colleagues with a point of contact for all the "How do I..." questions, you may well find an increase in productivity. This service is unlimited during office hours (Monday – Friday, 9 – 5) and you will gain access to a wide array of knowledge of commonly used applications through our IT Professionals including the entire Microsoft Office suite, and software from other major vendors. If we can't help immediately, we will still strive to find you a solution.

## **Security and Reliability Updates**

Through a series of automated and manual system updates, you can be confident that your network is secure and your PCs will run reliably. Updates are usually distributed out-of-hours so disruption to you is kept to a minimum, unless an issue arises which requires an immediate update.

## **Help Desk**

Not all problems can be anticipated in advance which is why we provide you with unlimited telephone support. In the case where you would like us to check a specific problem; you can call the IT department during office hours (Monday – Friday, 9:00 – 5:00). For example, you may require a printer queue unblocking, or recovery of an accidentally deleted file.

The help desk can also free you of time-consuming network administration facilities. You may need us to add a new user account, or you with help installing a new printer.

## **Remote Control**

In most instances it will be quicker for the help desk to use remote-access software to control your PC or server. You initiate the connection, and you can watch all actions performed on your monitor – you stay in control.

This facility allows us to work on your PC and rectify problems as if we were physically on-site.

## **On-Site**

Where an issue cannot be fixed by remote control – we may be required to attend your premises. Such occasions may range from replacing a failed hard drive to installing a new PC. You will receive a discounted hourly rate for any on-site work.

## **Collection and Return**

If we can save you money on a call-out, we will! Sometimes it is cheaper for our courier to collect a PC and deliver it to us. Once fixed, we will return it to you.

# What are the Benefits?

## What are the benefits of using Remote IT Support?

- .  A fulltime service at a fraction of what it would cost to recruit
- .  Prevention of most problems through monitoring and proactive methods
- .  Immediate response and speedy resolution using remote access technology
- .  Regular anti-virus, security and reliability updates
- .  No need for you to explain or understand your problem...
- .  ...and no need for you to understand how to fix it
- .  Fix all those small annoyances
- .  Free your time and concentrate on your core business

### **A fulltime service at a fraction of what it would cost to recruit**

To hire someone fulltime, would probably cost you in the region of £30,000 annually when considering salary, tax, national insurance, pension and other admin costs. And when compared against the cost of normal daily-billed engineers RITS can provide fulltime rather than just a day's support. Typical engineers cost £550.00 per day!

### **Prevention of most problems through monitoring and proactive methods**

We receive automatic notification of computer network problems and can take remedial action to prevent problems.

### **Immediate response and speedy resolution using remote access technology**

Remote IT Support's troubleshooting capability minimises the likelihood of network problems, but our help desk support team is always available to advise you whether you suspect you have a network or server problem, simply need information, or a user has a critical file in Microsoft Word that doesn't work.

### **Regular anti-virus, security and reliability updates**

Every day when your server connects to us, we will ensure that the latest virus protection update is installed on your server to safeguard your network.

### **No need for you to explain or understand your problem...**

As our engineers can see your screen, they can see immediately what is wrong.

### **...and no need for you to understand how to fix it**

You can just sit back while the engineer does the work!

### **Fix all those small annoyances**

Because the support is unlimited, and you aren't paying at a premium for an on-site engineer, you can finally get all those niggling little errors resolved that you just 'put up with'.

## **Free your time and concentrate on your core business**

Why tie up time and resources trying to understand computer network technology and resolve PC network issues - like blocked printer queues, failed back ups, adding new users and so on -when we can take care of it all for you. Remote IT Support removes all your day-to-day network support issues so your staff can add value to your business.

## **Our Clients**

Below is a list of some of our current and past clients. We pride ourselves on customer service but don't just take our word for it, we have testimonials available.

- .  BMedi@
- .  Brunswick Centre
- .  Company Solutions
- .  County Durham Foundation
- .  DM Data Limited
- .  Harrogate & Area Council for Voluntary Service
- .  Harrogate & District Transport (Little Red Bus)
- .  Leaveners
- .  Leeds Survivor Led Crisis Service
- .  Newcastle Tenants Federation
- .  PP Print & Embroidery Ltd
- .  Resources for Autism
- .  Ripon Community Link
- .  South Yorkshire Community Foundation
- .  The Works (UK) Ltd
- .  Thirsk Community Care Association
- .  York & North Yorkshire Community Foundation
- .  Yorkshire & the Humber Regional Forum
- .  Zymo Marketing & Public Relations

## **About RITS**

RITS was set up by two academics from the University of Bradford.

It was set up initially to meet the IT demands of voluntary sector organisations and small businesses. As it is not unusual for these areas to have tight budgets, they are often over-looked by larger IT comp they still rightly demand and expect a professional service.

We provide practical IT help throughout the UK, providing the majority of our support remotely. This enables us to keep our pricing low, as we can manage most components of our IT solutions without any site visits.

# Pricing

Annual Price: £800.00 (5 computers: 1 server, 4 PCs/Laptops)

Additional PCs/Laptops:  
£40.00 Additional Servers:  
£50.00

## On-Site visits

Call-out: relative to location  
(please contact us) £40.00 per  
hour, minimum 2 hours.

**The remote diagnostics software is provided free of charge for each server, PC and laptop!**

- . \* prices include remote diagnostics software for each server, pc or laptop.
- . \* Each PC needs a suitable Internet connection for remote diagnostics.
- . \* Prices exclude VAT @ 17.5%.

# STOP PRESS!

***You can access our services from only £15 per month, per computer!***

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## Unmanaged

Our unmanaged service simply provides our helpdesk with remote control. There are certain requirements that must be adhered to such as you regularly checked Windows Update, and having adequate up-to-date antivirus protection in place. These will be checked in an initial consultation and advice will be given where the minimum requirements are not met.

### Option 1

£15.00 per month per computer! The initial consultation is included in this cost, however this option must be paid for annually in advance.

### Option 2

£25.00 per incident after initial consultation at £15.00. Payment by credit or debit card is required before any work can be carried out. If the problem cannot be resolved, payment will be refunded.

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## Managed

Our managed service provides all services that are detailed on this website. We become your IT department handling all IT related problems and ensuring all computers are kept up-to-date and running smoothly.

Unlike the unmanaged services, we will setup remote access so we can gain access at any time. Where a Windows server is not present, a router which supports VPN connections will be required for us to gain access. Of course a full confidentiality agreement will be put in place to protect you and your data.

### Option 3

Annual Price: £630.00 (1 PC/Laptop)

Additional PCs/Laptops: £40.00

Additional Servers: £50.00

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## On-Site visits

Call-out: relative to location [please contact us]  
£40.00 per hour, minimum 2 hours

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## Initial Consultation

Initially, we will need to get your computer up to the minimum requirements for the RITS service. These requirements are:

- **You must regularly update your computer using Windows Update and Office Update** - *Where Automatic Updates is not available, you must do this manually at least once a month. In the case of our managed service, we do this for you.*
- **Up-to-date antivirus protection must be in place** - *Where Automatic Updates is not available, you must do this manually at least once a month. In the case of our managed service, we do this for you.*
- **Remote Access software must be installed** - *We will talk you through the installation. The software allows us to remote control your computer.*

Where a requirement is not met, we will offer advice and also supply any goods (e.g. Antivirus) if required.

**The remote access software is provided free of charge for each server, PC or laptop!**

\* prices include remote diagnostics software for each server, pc or laptop.

\* Each PC needs a suitable Internet connection for remote diagnostics.

\* Prices exclude VAT @ 17.5%.

Call us today on 0871 666 0718 or 07939 137 179

Or email [rits@pccconsulting.co.uk](mailto:rits@pccconsulting.co.uk)