



KEY

solutions in computing

Network Support

Key offer three levels of network support so that you can choose the right solution for your business. Whether you have a complete IT department, small IT resource or simply a Help Desk function we offer a package to support your business and most importantly keep you up and running should your IT fail. You can easily upgrade from one level to another at anytime as your business demands.

To ensure downtime is minimised we work proactively with clients to identify possible weaknesses in your software, hardware and across your network so that we can remedy potential issues before they impact your workforce and productivity.

All Key Help Desk personnel and IT Engineers are fully trained and employed by Key direct so we can both monitor and improve our level of service. All staff follow a programme of continual professional development so we are fully conversant with the latest products and can handle all IT issues that may arise.

Key Advanced+

The Key Advanced+ package provides a virtual IT department at a fraction of the cost and without any of the hassle. With unrestricted Help Desk and on site support, network management, hardware & parts replacement, IT procurement, project management and much more. In addition regular server and backup monitoring can be included to give you peace of mind.

A full asset log of all your equipment is maintained for budgeting & upgrade purposes. Designated users can log into the Key system to run reports and extract management information.

Guaranteed response times are detailed in your contract to ensure both Engineers and Help Desk Technicians are available as required. There are no charges for time on site unless a system upgrade is being conducted where a fixed price quote will be provided in advance.



Key Advanced

With the Key Advanced package you have reassurance that any technical issues that may cause you problems and slow down your workforce will be addressed within a guaranteed 4 or 8 hour response time. Based on a monthly contract fee Advanced also gives you unlimited access to our telephone Help Desk for any software or hardware issue that may arise.

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Key Standard

If you don't need a complete IT solution or if you find in-house IT support hardwork because you don't have qualified IT staff then use our Standard package and focus on your core business.

Key Standard gives you access to our IT Help Desk Technicians when you have a network or desktop issue to help you and your team to resolve your problems and questions quickly. When required we can access your computer to resolve your problem, this is done via an internet connection and is completely secure and confidential.

Engineering time and spare parts are not included in the Standard contract, but competitive quotes will be provided as required. If a more significant issue arises or as your business grows you can simply upgrade your service to one of the higher levels.

KEY SUPPORT SERVICES	STANDARD	ADVANCED	ADVANCED+
Access to telephone support help desk	✓	✓	✓
Remote desktop control for fault finding & analysis	✓	✓	✓
Managed procurement of hardware & software	✓	✓	✓
Inclusive on-site engineering time	✗	✓	✓
Inclusive parts replacement	✗	✓	✓
All equipment asset logged	✗	✓	✓
Maximum response time SLA	✗	✓	✓
Dedicated Account Manager	✗	✓	✓
Web based issue logging & reporting	✗	✗	✓
Quarterly network & server health checks	✗	✗	✓
Regular management review meetings	✗	✗	✓
Remote network monitoring	✗	✗	Optional
Regular backup validation checks	✗	✗	Optional
Standby server	✗	✗	Optional
IT strategy planning & advice	Optional	Optional	Optional



TELEPHONE

+44(0)1942 261 671

EMAIL

info@keycomputers.co.uk

WEBSITE

www.keycomputers.co.uk