



**BUSINESS[®]
ARMOUR**
EXPERT IT SUPPORT
by pro-networks



pro-networks



Microsoft Partner
Cloud Accelerate
Gold OEM
Silver Hosting
Silver Server Platform
Silver Devices and Deployment





Chris – Senior Network Engineer

Introduction

Fundamentally, IT support is a business decision, not a technical issue. Downtime costs money, time and reputation.

And if things go too wrong for too long then livelihoods, careers and businesses are on the line.

The real challenge isn't in recognising the many business benefits of IT support: it's in choosing the IT support partner best equipped to give you the kind of expert support and cast iron protection that you need.

Perfectly placed between the one-man band who lacks IT support muscle and larger companies bound by size and impersonality, Pro-Networks deliver an assured blend of certified support, experience and expertise.

We've been providing IT support and related services for more than 10 years and in that time have built a large and loyal customer base. Our 99% customer retention rate says you'll like the service you get.

You might also like the fact that:

- All of our technical staff are Microsoft trained and certified
- We do not employ telephone answerers, 100% of support calls are answered and handled by our engineers
- More than half our support calls are dealt with there and then while you are on the phone
- We provide 24/7 server, backup and internet connectivity monitoring

So whether you're looking to supplement your existing in-house IT staff or want a virtual IT department to support your business – use us. We've got all the expert IT support you need – whenever and wherever you need it.

Read on to see a summary of the services available to you through Pro-Networks.



Martin – Support Engineer

Put simply – we know exactly what we're doing

Providing IT Support Solutions for over 10 years



Joanne – Support Engineer

There are numerous reasons why we have grown to become one of the North West's leading IT support companies. Identifying a single reason isn't easy.

Perhaps it's our obsession with delivering matchless technical support – an eye fixed firmly on being the very best in the business.

It could be the lengths we go to or the time we take to understand your organisation. In becoming an integral part of your business infrastructure we need to know what makes you tick, your strengths, your weaknesses. Armed with this information, we'll do what we do best – protect you. You're left free to do what you do best – running a successful business.

Then again, maybe it's because the support we deliver is more pro-active than reactive. More preventative than just post-problem. Because we

apply the specialist technology, the experience and the expertise to monitor your servers and networks 24/7 we're perfectly placed to head failure off at the pass. Support that future-proofs your systems before trouble comes calling.

And it works. More than 200 businesses at over 300 sites tells its own story. A story shared largely through word of mouth recommendation.

Do you want to supplement your existing in-house IT staff? Are you looking for a full virtual IT department to reduce costs? We can help. In every way.

Our services

- IT Support
- Remote Management Monitoring
- Performance analysis of present IT infrastructure
- Needs analysis for projected IT infrastructure
- Design of company IT infrastructure
- Installation and commissioning of all hardware and software
- Maintenance and repair of hardware systems
- Company data security provision, internal and external
- Hosting services, from data backup to full server hosting
- Disaster recovery
- Tailored database design
- CRM design and implementation

If it's a question of IT support, our multi-disciplined, Microsoft Certified team are sure to have the answer.

The right technology
when you need it





Will – Support Engineer

Pro-Networks Support Packages

What is included?	Standard Support	Premier Support	Premier Plus Support
Guaranteed Response for Business Critical Server Issues			✓
Telephone Task Logging	✓	✓	✓
Customer Portal and Email Task Logging	✓	✓	✓
Pro-Active Monitoring of Servers		✓	✓
Pro-Active Monitoring of Internet Connections		✓	✓
Pro-Active Monitoring of Anti-Virus		✓	✓
Pro-Active Monitoring of 3rd Party Renewals		✓	✓
Pro-Active Monitoring of Email Flow #1		Option	✓
Pro-Active Backup Monitoring		✓	✓
Pro-Active Backup Management			✓
Pro-Active Workstation Patch & Update Management		Option	✓
Pro-Active Resolution of Alerts		✓	✓
Pro-Active Monitoring of other Network Devices #2			✓
Remote Support for Servers		✓	✓
Remote Support for Desktop PCs and Laptops	✓	✓	✓
Server Patch & Update Management		✓	✓
Workstation Rebuilds #3	Option	Option	✓
Account Management Meetings		Option	Option
SLA Enhanced Response Times		Option	✓
SLA Reporting		Option	✓
Free Telephone Advice		✓	✓
New Equipment Installation	Option	Option	Option
Disaster Recovery Solution		Option	Option
Off-Site Server Hosting		Option	Option
Off-Site Remote Backups #4		Option	✓
Strategic Consultancy		Option	Option
Backup Email System (domain control required)	Option	Option	Option
Fixed Price Plan #5		Option	Option
24/7 Support		Option	Option



- #1 On-Premise MS Exchange Servers Only
- #2 With Supported Devices
- #3 At the discretion of Pro-Networks
- #4 50GB included in Premier Plus, extra available at cost
- #5 Fixed Price Plans include Unlimited Telephone and Email Support, Unlimited Remote Support and Unlimited Site visits at the discretion of Pro-Networks

Business Armour – how protected are you?



Option 1: Pro-Networks Standard Support

A reactive service: this is your support safety net and we respond to any issues as and when you need us.

How Standard Support works

We agree a number of annual support minutes and confirm your monthly Direct Debit payments to fund work done during the year. At contract renewal, we compare your utilisation to budget and any difference is invoiced or credited accordingly.

Option 2: Pro-Networks Premier Support

A pro-active service: covering all your vital IT systems, hardware and software. It includes helpdesk, remote access and onsite support with an agreed allowance for engineer support work. We automatically monitor and manage alerts for all your key equipment, often fixing problems before you know about them! We guarantee a four working hour response time for all servers covered, with support desk help 8:00am to 6:00pm Monday to Friday excluding bank holidays. Email and web portal logging is available 24/7. This option offers a reduced hourly rate compared to Standard Support.

How Premier Support works

Working closely with you, we analyse your IT and its use, agree a number of annual support minutes and confirm your monthly Direct Debit payments to fund work done during the year. Regular emails keep you updated on the status of each task. At contract renewal, we compare your utilisation to budget and any difference is invoiced or credited accordingly.

Option 3: Pro-Networks Premier Plus Support

A pro-active service: covering all your vital IT systems, hardware and software, it includes all Premier Support features, but with the addition of deeper analysis and monitoring, machine rebuilds, 50GB of critical offsite backups, SLA enhanced response times and reporting. This really is the ultimate support package available today.

How Premier Plus Support works

As for Premier Support.

Fixed Price Support

Both Premier Support and Premier Plus Support packages are available in a fixed price option. This does away with support minutes, and practically every call to us is covered under the package. No alarms, no surprises, just a fixed price IT support package that puts you in complete control of your IT spend.

Email and web
portal logging is
available 24/7



David – Team Leader



Martin – Support Engineer

The right technology when you need it

The rapid advances in information technology over the last decade have provided significant benefits, but have also posed a problem.



It is simply not possible for you to keep up to date with changes in every technology that can benefit your business. But, unless you do, how do you know if you are missing ways to improve productivity and reduce costs?

The answer is to partner with a specialist technology organisation that has the skills, experience and expertise to provide you with all the technology advice and solutions that your business needs to succeed. A company that can define the right systems architecture for your business, and provide IT services you can trust.

From design and procurement through to implementation and support of hardware, software and connectivity required for a modern IT network, we can help.

Our approach

Fact finding meeting

First of all, we meet with you for a no-obligation conversation about your business requirements – without the IT jargon. Once we have established your needs we will provide expert advice regarding your IT systems.

Fully costed quotation

This is followed by our fully costed quotation for the products and services that will align with, and deliver against, your business objectives.

Agreed implementation plan

The next step is agreeing with you the way forward for the implementation stage of the IT solution for your business.

Fully qualified engineers

Your IT solution will be installed by Pro-Networks' highly skilled and fully qualified engineers, ensuring a pain-free transition.

Did you know?

We can work as your IT partner in conjunction with your existing IT staff or we can provide you with completely independent support.

Dell Registered Partner

As a Dell Registered Partner, we have specialist resources at all levels of enterprise systems hardware and, of course, we always have a range of Dell hardware in stock. The real cost of ownership of enterprise class Dell hardware systems is much less than many apparently cheaper systems.



Focused solutions are guaranteed

Consultancy



Mark – Support Engineer

For any organisation to succeed it is important that its IT strategy matches overall business objectives.

This sounds straightforward, but in reality it means you have to keep up to date with the latest technology advancements that could benefit your business.

Hardware, software and communications, as well as any emerging security threats, all fall within this remit, which, in reality, would leave you little time to actually run your business.

However, you still need ready access to such strategic advice, which is why it makes sense to partner with an organisation that has the necessary market knowledge and expertise to provide first class IT consultancy.

More than just support or recovery, our role is also to share the latest business insights, the money saving conveniences, the added layers of security and the revenue-generating advances that technology offers – innovative ways that new hardware and software can support your business to deliver competitive advantage.

Helping to maximise your return on investment

Our experienced, highly skilled and accredited team provides advice, solutions and support to organisations across the UK. By continually

reviewing new technologies and assessing how our customers can benefit, we can give you the best IT consultancy in the business.

Coupled with the advance information we receive from our industry partners, this means that the consultancy we provide is designed to maximise the return on your IT investment, ensuring you achieve real value for money with your IT budget.

From the initial design and implementation, through to Procurement and Support, Pro-Networks can provide a complete IT service.

A strategic partner for strategic success

At Pro-Networks we partner with our clients to draw up a technological roadmap – a path of most resilience, of best value and highest return. We already deliver powerful strategic consultancy to numerous clients and we can do the same for you too.

Looking for profitable guidance? Advice on Server hardware? Backups? Security? The Cloud? Wondering how all this separate technology can be pulled together into one effective and efficient IT system for your business? Talk to us now – we'll be delighted to help.

Your business –
our partnership





pro-networks

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Silver Server Platform
Silver Devices and Deployment



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