

WE LOOK AFTER YOUR
IT SYSTEMS SO

YOU CAN LOOK
AFTER YOUR
BUSINESS



“With our business outgrowing our IT structure, and needing a fast, efficient and cost-effective solution, Orchard provided us with all that and more, and is one of our key long-term business partners.”

Rob Woolf

Financial Manager, Salters Hill Charity

Complete Peace Of Mind

At Orchard, we understand the importance of computer systems that continue to work efficiently and effectively. If your network, email, hard disk, or applications fail for any reason, your business can grind to a halt with cost and time implications. The reverse is also true - a robust and reliable IT infrastructure can provide a stable environment on which to manage and grow your business.

Employing dedicated IT staff can be expensive and an individual can only be in one place at a time. A single staff member also has limited expertise and knowledge.

At Orchard, our support team has the IT experience to install, integrate and maintain all aspects of your Windows network requirements. Letting Orchard manage your IT systems releases you to focus on what you do best.

With tailored support options, helpdesk services and guaranteed response times, you can be assured that your data and business information are in good hands.

By implementing a proactive approach to IT support, prevention is definitely better than cure. As part of our full service support contract, we regularly monitor and report on your system's health, optimising performance and reliability, and making recommendations to avoid bottlenecks and problems.

Working alongside your existing users and staff, we are proud to be part of your team, focusing on your priorities. Our support customers consider us to be their IT department, releasing them to focus on the task in hand. What would you like Orchard to do for your business?

Tailored to suit

One size doesn't always fit all, and one solution may not fit your IT support needs. That's why Orchard is pleased to offer 3 levels of support to match all needs and budgets.

Starter

For small businesses who don't rely on IT as a core business system, our starter 'pay-as-you-go' approach simply says 'we're here and you can trust us'. Responding as soon as possible to issues or problems, you'll never pay more than you need for fault diagnosis. Our competitive hourly rate will apply for the labour incurred, and you have access to the team's experience and fault databases to address your problem.

Standard

For companies who warm to a 'rainy-day' principle, you can pre-pay for credits which can be used as you need within a 12 month period. This enables companies to pay up-front, creating a pool of labour costs that offset proactive and responsive maintenance tasks. It also includes use of our benchmark remote access system, enabling our staff to securely access your PC by remote control from our support centre for problem resolution and/or training.

Premium

Designed as the 'total peace of mind' all inclusive option, Orchard will be pleased to act as your IT department, or supplement the one you have. For a monthly contract fee you'll be assured that not only will our team respond to unexpected faults or problems within at least 4 hours, but that regular monitoring and reporting is in place to keep your systems from getting to that problem stage. With unlimited support, you can be safe in the knowledge that your IT is totally robust, your backups and anti-virus are up to date, and that you'll not receive any unexpected bills.

Flexible and Cost Effective

At Orchard we pride ourselves in our competitive offerings. With our premium contract services starting at £15 per month per PC, you're assured of a good investment.



Working with customers locally and nationally, we've invested in the latest secure remote access software, enabling us to resolve 70% of problems without having to visit - saving you time and money.

"We consider Orchard Professional to be a key part of our team as our IT department. This allows us to concentrate on our business whilst maintaining up-to-date IT advice, with guaranteed response times for all aspects of our network services."

Jeremy Scudamore
Managing Director, Galebreaker Products

Feature	Starter	Standard*	Premium
Telephone assistance	○	◐	●
Hardware diagnosis & repair labour	○	◐	●
Software diagnosis & repair labour	○	◐	●
Remote access and system control	○†	◐	●
Onsite visits & repairs	○	◐	●
All inclusive labour	○	◐	●
Meeting attendance up to 6 times per yr	○	○	●
Server alert email monitoring	○	○	●
Monthly health check report	○	○	●
Annual IT Review	○	○	●
System configuration documentation	○	○	●
Activity and configuration logging	○	○	●
Travel costs up to 25 miles	○	○	●
Less than 4 hr fault diagnosis & response	-	-	●

† £20 per session plus standard hourly rate

* Included up to credit limit

- Chargeable at hourly rate
- ◐ Charges deducted from credits
- Included in monthly contract fee

Full System Stability

We can look after all of your systems... as little or as much as you like.

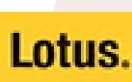
We have experience in installing and maintaining:

- Servers & shared resources
- Desktop PCs and laptops
- Printers & Scanners
- Wired & Wireless networks
- Remote working & VPNs
- Software licensing & legality
- Anti-virus & malware
- Data backup strategies
- System snapshots
- Internet & Broadband
- Email & diaries
- Security & access rights

Dedicated Support Helpline

To make sure we're on hand when you need us, we have a separate telephone line to assist with all your support queries.

(01594) 542195



Call: (01594) 544150

Email: support@orchardprofessional.com

