

COMPUTER LIFELINE

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BusinessCare Support Plans

Enjoy Peace of Mind with Computer Lifeline...



Imagine having somebody on hand who will give your staff all the help and advice they need for daily computer problems, in a friendly, unbiased way!

BusinessCare will give you your own virtual IT department, ready to solve and prevent computer problems and stop them from interfering with the smooth running of your business.

No ongoing commitment – cancel with 1 months' notice.

BUSINESSCARE - HERE TO SUPPORT YOU, YOUR STAFF AND YOUR COMPUTERS!



How much time, money and productivity do you lose due to computer problems that could be avoided or fixed quickly and easily with the right support?

With our BusinessCare plans Computer Lifeline can give you the support your business needs as and when you need it and with monthly or annual fixed costs you won't have to

worry about escalating fees getting out of control.

BusinessCare is Proactive; We don't believe in paying out hard earned cash and not receiving anything in return and we don't believe you should either. That's why our support plans are different from other computer companies. Others would like to take your money each month and hope they won't have to do anything to earn it.

We don't believe that a support plan should be about waiting for something to go wrong, we believe that it should be about stopping things going wrong in the first place and about avoiding smaller problems developing into larger ones.

BusinessCare saves you money by reducing the amount of lost productivity due to computer downtime and by its proactive nature, reducing the amount of on-site support required.



FIX IT AND KEEP IT FIXED!

The three different level of BusinessCare plans give you more and more depending upon which one you choose but the basis of all three is to monitor and protect your computers against serious failure. Our support plans don't stop there however, they also come with unlimited remote support, ongoing maintenance and an annual service – all designed to keep your PC's running smoothly and in tip top condition.

And the unlimited remote support is not just there for when a problem occurs you can also use it for any questions relating to your computer. This may be a simple query about the everyday use of your computer or something more complex that you have not encountered before. The answer to any of your questions is only a few clicks or a phone call away.*

Computer Lifeline BusinessCare Support Plans

Features	Silver Plan	Gold Plan	Platinum Plan
Monitor your PCs/Laptops for various hardware and software faults.	✔	✔	✔
Remote Support	Unlimited	Unlimited	Unlimited
Annual Service	✔	✔	✔
Managed Anti-Virus*	✘	✔	✔
Secure, Automatic Data Backup	✘	✘	✔
Repair Shop and On-Site Callout Discount	15%	20%	25%
Fee per PC/Laptop (if paying monthly)	£10 + VAT	£14.75 + VAT	£18.50 + VAT
Reduced Fee per PC/Laptop (if paying annually)	£100 + VAT	£155 + VAT	£185 + Vat
Additional PC/Laptops	+1 Device (15% off) +2 Devices (20% off) +3 Devices (25% off) +4 Devices (30% off) +5 Devices (35% off)		

When we Monitor your computers for various hardware and software faults, your computer will inform us about various problems that it could potentially be facing. For example; the hard disk is beginning to fail, the anti-virus has stopped working properly, the hard drive might be defragmented, and many other potential issues.

Our Remote Support service allows us to always be “there” whenever you need us *. Whether your computer has a problem or you are struggling just to get something done, never hesitate to ask, we’re just a click or a phone call away!



Our **Annual Service** will give you and ourselves peace of mind that your PCs and Laptops are still performing well. We will give your computer a complete service once a year to make sure that it remains in tip top condition and no unforeseen problems have arisen but if they have we will sort them out there and then!

Managed Anti-Virus is a service we provide using the award winning anti-virus from Emsisoft. It differs from standard anti-virus because it allows us to keep an eye on your PC's anti-virus software and offers us the ability to manage it remotely. For example, we will be warned if you get a virus, even if the virus is removed by the anti-virus software we will still be notified. We will get regular reports that tell us about your PC's virus protection or if a virus stops the anti-virus software from working correctly. In short it takes all of the decisions, stress and hard work away from you and lets us keep your PC safe and worry free!



If you are one of our smarter customers, you will opt for the Platinum Plan. With the Platinum Plan, in addition to the unlimited remote support, managed anti-virus and an annual service you will also benefit from **Secure, Automatic Data Backup** which backs up your data automatically each day without you having to do a thing! A service that could well save you a lot of heartache should the worst happen and you were to lose any or all of your invaluable data and precious memories.

If your computer does break beyond the services provided by our plan, you will receive a **Repair Shop or On-Site Visit Discount**, the amount of which varies between the plans.

* Remote Support is available 09:00am – 6:00pm Monday to Friday and 10:00am – 5:00pm on a Saturday.

BEYOND BUSINESSCARE?

If your business needs more than our standard BusinessCare plans offer, then our 'BusinessCare Plus' plan could be exactly what you are looking for. Our BusinessCare Plus plan, in addition to the facilities in the BusinessCare Platinum plan, offers -

- On Site Computer Hardware Support
- On Site Software Support – Where the issue cannot be resolved remotely.
- Unlimited Call Outs
- All Parts and Labour costs
- Installation of new printers or other external devices
- 8 business hour response and priority service for urgent issues.
- Repair Shop time included.
- Large cost savings compared to individual calls.
- Fixed annual rate to allow easy budgeting.
- Discounts on additional services.
- 3 or less PCs/Laptops £120 + VAT per month.
- 1 Server and 3 or less PCs/Laptops £200 + VAT per month.
- Additional PCs/Laptops £30 + VAT per month.

For More Information, Contact –

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What happens if -

The Problem...	Silver Plan	Gold Plan	Platinum Plan
Gradual hard drive failure	Computer Lifeline are notified and can take action		
Sudden hard drive failure	No warning given, high probability that documents, invoices, photos, etc. would be lost		No warning given but documents, invoices, photos, etc. will be safe and can be recovered from backup
Anti-virus software not installed	Computer Lifeline are notified and can take action		
Computer contracts a 'general' virus	No notification	Computer Lifeline are notified and can take action	
Computer is infected by an 'encryption' virus	This type of very nasty virus will affect your files, is very difficult to prevent and will potentially result in you losing some or all of your documents, music, photos, etc.		Having a reliable backup is the only way to recover files from this awful and malicious virus. Our backup service would prevent you from permanently losing your data, we would then assist you to restore it.
You cannot open an email attachment	You can get assistance using our simple and straightforward "Instant Support" tool without any additional cost.		
My printer won't print			
I keep seeing 'There is a problem with this website's security certificate'			
Pop-up ads are appearing on my desktop			
A message has appeared and I don't know what it means.			