

Our Services

- Support for Servers, PC's and mobile devices
- Server installations
- Network Management
- Cloud Solutions
- Upgrades and Rebuilds
- Domain Registration
- Equipment supplies
- Remote Support
- Anti-Virus and Anti-Spam
- Data Backup
- Email Signatures and disclaimers
- Email archiving
- Computer servicing

About Us

Our mission: to eliminate your IT vulnerabilities.

Our vision: to deliver stability and confidence in the IT systems of every client we support.

Serendipiti provide experienced, professional IT support to business clients who operate in a Windows or Mac environment. We have:

- A reputation for **integrity and innovation** and building relationships based on trust and mutual respect.
- A comprehensive and **personalised IT service** on a 'no-contract' basis.
- Unique **support schemes** providing a plethora of complimentary services

Support Schemes

Serendipiti support schemes are just like your mobile phone; simply top-up with "units" to suit your pocket, then spend the units when you need support. Our schemes enable our clients to **budget for IT spend**. Generous discounts are included, and call-out fees are waived.

No contract is required. Simply decide which scheme suits your needs best. After three months we will review your account to ensure it is the best fit for you.

Joining a scheme is simple:-

1

Purchase a block of units

One unit is equal to 15 minutes of IT support

2

Redeem your units against support

Units are depleted when support is provided

3

Monitor your statement

view recent activity and detailed support reports

4

When units run out - top up again (or pay monthly for extra discount)

Top-up to ensure priority support when you need it.

We offer a choice of two Support Schemes:

Companion Support Scheme

(pay as you go)

Suits an occasional need for IT Support and/or a forthcoming IT Project.

Simply choose the number of units to suit your requirements. Unused units will be carried over without limit.

Complementary Extras:

- Statement of Account
- IT Fingerprint
- No contract or callout fee
- Priority response times
- Server Health Checks
- Out of Hours Server restart service

Guardian Support Scheme

(pay monthly)

Suits a regular need for IT Support, and/or frequent IT projects.

Simply choose the monthly number of units to suit your requirements. Unused units will be carried over without limit.

Complementary Extras:

ALL Extras listed in Companion Support, Plus:

- Overspend Buffer
- Payment Holiday
- Redeem Units for Goods

We also offer a **Guardian PLUS Scheme**, which enables you to incorporate all annual IT costs (including anti-virus renewals etc.) within your monthly budget of units. Ask us for further details.

IT Stability. **Delivered.**

○ **Complementary IT Fingerprint**

The IT Fingerprint details all of your system information. As our knowledge of your infrastructure grows, so do the contents of your IT Fingerprint.

This document contains useful information regarding your in-house IT (including user names, passwords, software licence information etc), and is maintained and provided completely free of charge.

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2.2	Monday, 26 March 2012	Sally Latimer-Boyce
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○ **Complementary Callout**

Call-out fees (to the sites covered by the scheme) are waived, without limit. A minimum of 4 units per call-out applies.

IT Stability. **Delivered.**

○ **Complementary Priority Response**

Level-2 (non-critical issues) - response within four hours

All requests for support are allocated LEVEL-2 response as standard.

Level-1 (critical issues) - response within one hour

In the event that your issue is critical, you can ask to be upgraded to LEVEL-1 without penalty or additional charge.

○ **Complementary Server Health Checks**

Our free Server health checks enable us to proactively monitor critical areas of your in-house Server. Health checks are performed remotely, on an ad-hoc basis. We will check for hardware issues, as well as apply pending windows updates, check anti-virus signature files and confirm backups are working. This service is offered to all clients who remain in credit with us on any of our schemes.

○ **Complementary Out of Hours Server Restarts**

Uptime of your Server is critical to productivity, but Servers do require a shutdown or restart from time to time. This can be incredibly disruptive to you and your team, as the entire network is likely to be down whilst the system is rebooting.

We therefore offer our scheme clients a complementary, **out-of-hours** Server reboot service in order to help avoid unnecessary downtime for you and your team.

In the event that your Server requires a reboot, we will arrange a mutually convenient time to perform the restart after hours (typically between 6-9pm weekdays, or at weekends by special arrangement).

○ **Complementary Payment Holiday**

In the event that support units are not used for a period of three months or more, a complimentary payment holiday will be offered. A payment holiday will ensure no further units are purchased until existing units are depleted.

A payment holiday will not affect any existing balance of units - neither will it incur any administration fee. All units accrued to date will remain on account until such times as they are needed - even during the payment holiday. The payment holiday can remain in place until your unit balance depletes to that of your usual monthly subscription.

Thereafter, we will provide you the opportunity to review your requirements so you may increase or decrease the monthly units as required - before you resume your payments.

○ **Complementary Buffer**

From time to time, you may spend more units than you have in credit. Under these circumstances, you can 'borrow' up to one hour of time from the following month. This is applied automatically on your Statement. Consecutive or frequent buffering is awarded at our discretion.

IT Stability. **Delivered.**

- **Complementary Redeem Units for Goods**

In addition to using units for IT support, you can also redeem your available units for goods such as Anti-Spam or Anti-Virus renewals; domain renewals, or even computer equipment etc.

This can be done on a one-off basis (ie. to use up your available units), or you can upgrade to Guardian Plus, and incorporate all ongoing IT renewals into your monthly budget of units. As us for further details of our Guardian Plus Scheme.

Our Approach

We understand support costs can escalate, so we provide an efficient, cost-effective approach when resolving IT issues:

Prompt Fix: Our default approach. We endeavour to fix all issues promptly by drawing upon our comprehensive knowledge and experience. The majority of cases are resolved in this way, thus ensuring support costs are kept to a minimum.

Escalated Fix: Our second-level approach. In the event that a prompt fix is unattainable, or an issue re-occurs within five working days, then an escalated fix is deployed. This requires a more in-depth review of the issue, and may require additional remote or site visit support.

Research Fix: in the event that an issue re-occurs within five working days of an escalated fix, a discretionary fix may be necessary. This involves an 'offline' investigation of the issue - at no cost to you.

Prompt and escalated fixes are charged at standard unit rate.

Research fixes (when not subjected to time constraints) are non-chargeable at our discretion



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