

ActiveSupport^{PRO} Package - POA

(Packages are bespoke to your hardware. System health-check is mandatory for pre-existing hardware)



Fixed price support, telephone help desk, 8-hour guaranteed on-site response, preventative care and reduced or no labour charges!

Have you ever experienced a situation where:

- A major crash or virus could have been prevented if proactive measures had been taken?
- Your network slows or becomes unresponsive, causing business to grind to a halt?
- It takes days, possibly weeks to get a simple problem fixed?
- You are held in a telephone queue for support, only to be connected to an inexperienced “nerd” giving scripted generic answers to your cries for help?

ActiveSupport^{PRO} is a complete package which gives you peace-of-mind. Whether you have a simple question or a serious problem, members will get priority treatment with no nasty surprises.

What key features are on offer for Pro Members?

- 1 8-Hour guaranteed on-site response at a fixed price**
We will endeavour to respond to support requests in 2-3 hours and not more than 8 hours from your initial call. Options include reduced or NO LABOUR CHARGES and parts invoiced at Active’s trade prices. (Non-members have no guaranteed response time, pay £75.00 or £98.00 per hour labour and up to £150.00 for emergency call-outs)
- 2 Telephone/e-mail support help desk**
You can call or write to our expert team any time through dedicated lines, Monday-Friday - 9-5, to receive no nonsense, fast, reliable support for your computer issues.
- 3 Preventative maintenance visits**
Once a month, an engineer will visit your site to run system checks and updates, which includes: hardware drivers, supported software, anti-virus, anti-spam, back-up devices and more!
- 4 Cost-price option***
We guarantee you will get the best possible value for your system hardware improvements when they are purchased and installed through Active Technology. What this means is:
 - Hardware additions to the network covered by maintenance will be supplied at Active’s cost price.
 - The only additional charge to you is delivery and any installation labour.
 - You are assured of the lowest possible price and select highest quality hardware components.
- 5 Regular feedback**
Regular newsletters and links to our website to keep you fully up to date with “the power and the perils” of IT; the latest tips on hardware and software which keep you competitive, plus how to combat the latest hazards and threats to your business through everyday computing.

*Note: Servers and software licences are excluded. The additional items must be added to the system maintenance contract.