

Intraspace

Service Overview



In today's business environment not every company is the same, or has the same IT support requirements. Intraspace offers a comprehensive range of IT Support services so that you can choose the right combination for your company with confidence.

Whether your requirements are a fully managed solution including remote/on-site support, PC build & repair, and ISP services, or a 'pay as you go' support option to fill support gaps at need, Intraspace are able to provide the right fit for your company.

1 Support from £46.00 per hour

2 Flexible Pay as you Go support, or discounted support bundles

3 New builds and repairs: Servers, PC's, Laptops & Printers

4 Complete solution to include Data Recovery, Security & Broadband services



"I have always found that, whenever support is needed, Intraspace are at hand to provide fast, professional, and knowledgeable answers to any computer related issues I may be having. No annoying call queues, straight through to their UK based technical team very quickly. Top marks !"

Giles Morgans, Pixel Shifter, Owner



"We have used Intraspace since 2004 for both our Internet and Network support and have always found their service to be professional, timely and cost-effective"

Terry Curthoys, Belvoir Lettings, Director



INTERNET



SUPPORT



SECURITY



HOSTING



intraspace

IT and Internet Specialists

IT Support

Overview



Service

Located in Hereford, Intraspace provides skilled IT support and maintenance services within the three counties region. We specialise in delivering:

➤ **Dedicated Support**

Local IT specialists respond to your concerns in real time with no automated telephone queuing.

➤ **Friendly Service**

Our technicians take the time to get to know you, your business and your systems, enabling us to work as a team with you in an effective manner.

➤ **Individual Concern**

Our service is tailored to meet your individual circumstances, from fully managed networks through to pay as you go network support.

➤ **Your complete IT team**

By allowing us to function as your IT experts and your one-stop shop for IT support & solutions, you're freed up to get on with the actual running of your business. With a wide range of expertise and products, practically all of your requirements can be fulfilled in house by our technicians.



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From helping out with minor queries through to outfitting a completely new office, the service we offer can be adapted to meet your businesses requirements.

➤ **On-site and remote technical support**

When an issue arises you need it resolved as quickly as possible. To meet this demand our technical support specialists have the flexibility of supporting you through real time remote access or, if the situation requires it, by arranging with you to come and work on your computer while it's on site.

➤ **Hardware repair, maintenance and component provision**

Through regular preventative maintenance performed by ourselves on site at your offices, the chances of hardware failure can be drastically reduced. When something does break we'll repair or replace it as cost effectively as possible.

➤ **New hardware supply and installation**

Starting with identifying the most cost effective specification, when it's time to buy new hardware, we're here to help. We'll manage the whole supply and installation process for you; resulting in your new desktop or server being plugged in for you by one of our technicians.

➤ **Cabling**

We'll maintain, repair and extend your office's cabling as your needs require.



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Solutions

Solutions to concerns such as getting connected to the Internet and protecting your data from disaster or damage, to name a few, are necessary for modern IT. By offering flexible in-house solutions we offer you a single point of call for your IT needs.

➤ **Disaster recovery and data back up**

To allow your business to continue to operate even after a major disaster, such as a fire at your office, we have a comprehensive range of scalable disaster recovery and back up solutions.

➤ **Network security audits, software and appliances**

To maintain a secure office environment regular security audits will highlight any threats to your business. To ensure threats don't become problems, we have several desktop and hardware security solutions.

➤ **Email, Web and Server hosting**

Communicating with suppliers and clients is vital for any business and has never been easier than with a reliable email service and a quality web site. Our flexible in house hosting solutions can be tailored to meet the needs of your business, whether this be saving costs with Hosted Exchange, or deploying a new eCommerce web site for doing business over the Internet.

➤ **Internet connectivity**

Reliable high performance Internet connectivity solutions provided and managed in house by a dedicated team with over 10 years of experience.





Pricing

➤ Support - Pay as you go

The pay as you go support option allows you to pay for our service on a per hour basis. No up front costs, Pay for what you use.

➤ Support - Pre-pay

Our pre-pay support option allows you to benefit from volume discounts by purchasing a bundle of hours up front. The discount you receive is based on the volume of hours purchased.

Hour/s	Notes	Cost
Pay as you Go	Per hour remote or on site support	£50.00 per hour
Pre-pay 10	10 hours of remote or on site support	£49.00 per hour
Pre-pay 20	20 hours of remote or on site support	£48.00 per hour
Pre-pay 30	30 hours of remote or on site support	£47.00 per hour
Pre-pay 40	40 hours of remote or on site support	£46.00 per hour

* On Site support billing: Support is billed at a minimum of one hour, with succeeding time charged in 15 minute blocks (per support job).

* Remote support billing: Remote support is billed at a minimum of 15 minutes, with succeeding time charged in 15 minute blocks (per support job)

For a review of your IT needs and an official quotation for our service, please speak with one of our sales consultants.



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