

## Advantage Support/Consultancy

### Advantage Support Advantage 1 - First Advantage

Access to our skilled support team for day to day help and advice plus high speed system fixes by remote control.

#### Remote Support Service

Net Support UK utilises network routers to provide the basic support service. If you do not already own a suitable device, one can be provided for you as part of the contract.

This device can also be used to provide Internet connectivity with access to the Internet and the web from any station on the network.

#### Management procedures

Net Support UK can offer advice on matters such as disaster recovery and backup regimes.

#### Professional software application support

We have software engineers and product specialists who are familiar with most of the major operating systems, back-office server applications, graphics and general office packages available today.

### Advantage RPM Advantage 2 - RPM

#### Regular Preventive Maintenance

A Pro-active service which pre-empts many of the problems likely to be encountered during the average working day for most organisations. The additional cost of the service will in most cases be saved by the preventive measures included.

**As part of this regular monthly service NSUK will provide:  
A starter pack containing a number of current patches, drivers and virus updates.**

Further updates every month.

Each month at a specified time Net Support UK will check critical settings and parameters, many of which are crucial to the normal operation of the system.

We will highlight and pass to the support team any potential problems.

Our Support team will then have the opportunity to correct all detected faults before they can cause any system downtime.

By reducing downtime you will increase productivity and be able to focus on your core skills.

This Service incorporates and is complimentary to, Advantage One, bringing all the benefits of priority access to our product experts and quick solutions to everyday IT problems utilising our unique remote access facility.

### Advantage total outsourcing Advantage 3 - Total Outsourcing

All aspects of IT - hardware, software and personnel are provided and managed by Net Support UK Ltd.

With this Service your total IT needs from desktop terminals through software licences to network and internet connection are taken care of, all for one planned monthly fee.

Your entire organisation can enjoy a 24/7 service from highly skilled support personnel who are able to directly apply solutions to everyday system problems whether they are on or off site.

With Advantage 3 your IT capability will be future proof as NSUK keep you updated with the latest hardware, OS and application software.

All equipment is branded from major manufacturers and you benefit from our bulk buying power in a competitive market.

Advantage 3 will bring a new level of productivity and job satisfaction to your workforce. Our attentive and friendly staff will make it their aim to ensure that you can relax and concentrate on your core business.

## Internet Services

### Domain Registration, Connectivity and Hosting

You will have some important priorities to consider when organising Internet connectivity, Email and Web Site Hosting.

#### Flexibility

Net Support UK constantly monitor communication technology to ensure that our clients are using the most suitable solution. Changing Internet connectivity can be a complex issue. Net Support UK coordinates any change, ensuring email and website addresses are maintained throughout the process. Lines to site offices, home workers and other interconnecting offices are also maintained throughout the change-over.

#### Cost Effectiveness

NSUK are constantly seeking the lowest cost for the appropriate service. The market is such that telephone/cable companies and ISPs are constantly revising their charges and services in order to maximise profits. Considerable savings can be made by changing providers when existing charges rise or new opportunities are presented by other providers. We take such changes in our stride. Where competition is minimal or connectivity is lacking Net Support will provide its own cost effective solutions.

#### Reliability

Usage strictly monitored. We do not have thousands of users putting excessive demands on our servers so we can keep the system simple and therefore reliable. Due to our specialist nature we can quickly identify problems and rectify them.

#### Efficiency

The resources we have to hand for our Support business enable us to respond quickly to administration tasks.

#### Performance

Due to very low contention ratio's we provide a very fast and efficient service compared with highly contended and encumbered ISP's. For the latter, the number of users increases the load, not only on the network but also on customer service.

When linked to our advantage support contracts the complete solution enables us to support your system from Internet connection to desktop application.

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## Networking / Datacommunications

### LAN/WAN/VPN Internet/Extranet/Intranet

Net Support UK has pioneered the use of remote communications within the Small Medium Enterprise (SME) sector.

Our networking systems provide ideal solutions to common requirements such as inter-office connectivity and remote access.

#### Sample solutions include:

Connecting branch offices together or to a central head-office over a wide area network (WAN)

Connecting multiple offices located less than 1 mile apart

Secure access between office and home, or travelling stations (nationwide and international)

Secure access for other clients, suppliers and/or consultants to a central data storage

Net Support UK specialises in using sophisticated technology and know how to drastically reduce communication costs. Currently we are offering virtual private network solutions which cost a fraction of the typical inter-office connections via leased lines, kilostream and megastream lines.

We are currently one of a handful of providers offering g.SDSL technology which offers a synchronous 2.3Mbps link on a standard dry wire copper pair cable.

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## Training

When working with client-side personnel we can offer training services in many of the major operating systems and applications. Net Support UK specialises in one-to-one training.

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## Application Service Provision

For more information please contact Net Support UK on 0870 432 7900 or email [sales@nsuk.com](mailto:sales@nsuk.com)

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## Disaster recovery

The ability to recover quickly from a system failure can quite often determine whether a company survives after suffering a catastrophic failure.

Whether the failure is a result of virus attack, fire, flood, theft or hardware malfunction you will need assistance from a company who can provide a rapid skilled response.

Net Support UK would prefer to avoid catastrophic failures. We can help with the development of fault tolerant systems and/or offer remote backup services with online redundant links. In the event of main server loss the remote server is available so that users can carry on operating without interruption.

**For more information on any of our Products & Services please contact  
Net Support UK on 0870 432 7900 or email [sales@nsuk.com](mailto:sales@nsuk.com)**