



## **BUSINESS SUPPORT PACKAGES**

Our Business Support Packages are designed for those companies who do not have the relevant in-house IT skills, but wants peace of mind knowing that specialist assistance is at hand incase of any software problems or hardware failures, including networks, printers, internet, intranet, viruses, spyware, etc, left unmonitored your computers and network will inevitably fail, leaving employees idle and impacting on your ability to do business – costing thousands through the loss of productivity, revenue, or image.

We provide two levels of cover **EMERALD** and **RUBY**, providing various levels of breakdown cover and software support. The objective of both packages is to provide a fast and efficient solution to any problems that should arise, with minimal down time, we will cover up to a maximum of ten systems including there associated peripherals per site, we will be happy to quote for eleven and above systems if needed, an audit of systems will be taken at the time of the site inspection.

### **KEY BENEFITS**

Improved network and hardware performance – IT service visits are more productive and less intrusive – lower costs and increased efficiency via resource reallocation – increased employee productivity by automating routine administrative functions – significant decrease in downtime – protection against security breaches – fewer ‘growing pains’ via network capacity management – extended life of your IT assets.

### **EMERALD COVER**

**Worry free computing.**

**Free site survey**

**Onsite within 8 working hours, *we come to you.***

**Fully qualified field service engineers.**

**No time wasting and a fast turnaround.**

**Unlimited telephone support from the help desk.**

**Support line open 8:30 am to 7:00 pm Mon to Sat, and 10:00 am to 4:00 pm Sundays.**

**Maintenance contracts backed up by in-house repairs.**

**Installation of new or replacement computer equipment so it works effectively from day one.**

**Help with data transfers and backing up.**

**All agreed computer equipment covered within the business address.**

**Broadband and network including the wireless network maintained.**

**Reduced callout and labour charges, fixed at **£24.99 Inc Vat** per visit.**

**Family run business.**

**Established over 25 years.**

**£173.90 + VAT PER ANNUM (£199.99 INC VAT)**

## **RUBY COVER**

**As above but with no callout charges**

**No labour charges**

**Two scheduled routine maintenance visits per year**

**Loan equipment (where possible)**

**£434.77 + VAT PER ANNUM (£499.99 INC VAT)**

Any parts used in our **EMERALD** or **RUBY** Contracts will be invoiced separately with our normal payment terms applying.

**“We will support you no matter where you buy your hardware”**

If needed we will conduct a site survey free of charge prior to accepting any computer equipment under contract, and if we feel that any work is needed prior to the contract commencing we will submit to you a quote, and once work has been completed we will then invoice you separately, with our normal payment terms applying.

If a site visit is needed, both contracts provide an engineer on site with in a guaranteed eight working hours response time, with fix and repair times being advised to the best of our ability. An unlimited number of service requests can be made via our support line **01206 864242** from 8:30 am to 7.00 pm Monday to Saturday and 10:00 am to 4:00 pm Sundays, once the service request has been logged an engineer will arrange a visit between the hours of 9:00 am to 5:00 pm Monday to Friday, excluding public and bank holidays.

**Data Backup** is the customers responsibility, and CCRC LTD will not be held responsible for any loss of data, work or earnings resulting in hardware failure or viruses, we will be only to pleased to help and advice on securely backing up your data.

## **THE CUSTOMERS RESPONSIBILITIES**

To allow service engineers to have full access to the equipment.

Safe parking within the vicinity, parking permits being made available in restricted areas.

Ensure all security software is kept updated and correctly licensed.

Make sure your backups are kept safe, as they may be needed for restore purposes.

You must keep all master copies of your software safe and at hand.

Always check that the work has been completed to your satisfaction.

Sign and keep a copy of the engineer's job sheet.

Inform CCRC LTD of any major events planned or otherwise that may affect the systems.

Inform CCRC LTD to the addition of any new equipment.

Inform CCRC LTD if any equipment is to be relocated.

**UNIT 4, OYSTER PARK, GREENSTEAD ROAD, COLCHESTER, ESSEX, CO1 2SJ.**  
**TEL 01206 864242 / 864700      FAX 01206 864700      SKYPE CCRCLTD**  
**WWW.COLCHESTERCOMPUTERS.COM      E-MAIL COLCHESTERCOMPUTERS.COM**

Registered in the uk number 3138933, Registered office, 1 Lodge Court, Lodge Lane, Langham, Colchester, Essex, CO4 5NE





## **REMITTANCE ADVICE**

I / we would like to take out the Business Support Package as below.

*COMPANY NAME* \_\_\_\_\_

*CONTACT NAME* \_\_\_\_\_

*ADDRESS* \_\_\_\_\_

*COUNTY* \_\_\_\_\_

*POSTCODE* \_\_\_\_\_

*TELE NUMBER* \_\_\_\_\_

*LEVEL OF COVER* **EMERALD AT £199.99 PER YEAR.**

Please tick appropriate box

Payment in full at £199.99.

**RUBY AT £499.99 PER YEAR.**

Please tick appropriate box

Payment in full at £499.99.

Payment over twelve months at £41.67 per month.

Minimum term of cover will be one year from date contract commences.

**PLEASE FIND ENCLOSED CHEQUE FOR £ \_\_\_\_\_ INC VAT.**

*AUTHORISED SIGNATURE* \_\_\_\_\_ *DATE* \_\_\_\_\_

**ON RECEIPT OF PAYMENT COVER WILL COMMENCE AND A VAT INVOICE  
WILL BE SENT TO YOU ALONG WITH YOU MAINTENANCE CERTIFICATE.**

Please return to Colchester Computer Repair Centre Limited, 4 Oyster Business Park,  
Greenstead road, Colchester, Essex, CO1 2SJ.