

## What Sanctuary Data Systems Can Do For You

We specialise in providing top quality IT support to small businesses, removing all the usual worries and problems with your computers-- and anything that communicates with, runs on, or connects to them.

We recognise that you want your technology to "just work", enabling you and your staff to perform your business tasks as quickly and efficiently as possible. To achieve this we keep things simple, no blinding you with science, just common sense advice, guidance and delivery.

### Your IT Department

For most small businesses IT provides a vital part of their operations. So what happens when things go wrong? Whether it's a niggling problem with the printer or a more catastrophic failure that halts all activity, your business is disrupted. Perhaps one of your staff is the unofficial technical support guru; but they've got their own work to be getting on with. Maybe you've signed up to an expensive support contract; but you've got problems with your line-of-business software and the contract doesn't cover that.

#### We've got it ALL covered with **SANCTUARY GOLD SUPPORT**

As Your IT Department, we can provide a single point of contact for ALL technical queries through our Gold Service support contracts. In addition to helping with issues regarding your core network (server, PCs, laptops, broadband etc.) we are happy to liaise with 3rd parties to assist with a wide range of technologies including (but not limited to):

- Line-of-business software (i.e. software used by your specific industry)
- Accounts packages
- Audio/visual equipment
- CPOS
- CCTV systems
- Biometric access systems

**OpenDNS**

We recommend the use of OpenDNS for a cost effective solution to filtering web content on your network. Businesses like yours need a safe, fast, smart and reliable Internet. OpenDNS gives you that and more. Their global network means Web sites load faster, with no annoying intermittent outages. Their industry-leading anti-phishing and Web content filtering services mean a safer network and more productive employees. And it all works 'in the cloud' with no hardware appliance necessary.

**FREE setup with ANY support package**



## GOLD SUPPORT

The Sanctuary Gold Service provides you with a straightforward and timely response to all your IT problems for a fixed monthly fee. With our broad experience we can resolve the majority of IT issues remotely using the latest Citrix remote support technology, but if onsite assistance is required, we'll be there when you need us. We try to remove the perception of working with IT as being a black art by clearly reporting on any issues we resolve and giving advice on how best to avoid similar problems in the future. We're here to help you get the most out of your technology.

### Who is it for?

The Gold Support package is for small business networks with multiple users and no more than one local server.

Remote support via telephone, email and Citrix remote support technology for:

- Email setup and troubleshooting
- Broadband problem solving
- Assistance with domain registration and DNS management
- Configuration of smartphones for email use
- Applying critical patches
- Removal of viruses and spyware
- Network setup and administration
- Printer/scanner configuration and troubleshooting
- Server operating system and application administration
- Backup email feed
- General technology advice along with recommended best practices
- Guaranteed response within 2 hours
- Proactive resources management

### Optional Extras

**Onsite support** – if we are unable to resolve any issues remotely, we can visit you onsite

**Automated offsite data backup** – we set up your systems to backup offsite to our secure facility every hour/day/week/as required

**Website hosting** – host your company website on our latest generation web-server cluster

**Email filtering** – use our state of the art email platform to filter your mail **BEFORE** it reaches your server – no waste of expensive network bandwidth downloading junk mail

**Training** – empower your staff with workshops tailored to individual business requirements



## Compare Support Packages

Benefits	Silver	Gold	Platinum
Email setup and troubleshooting	Y	Y	Y
Assistance with domain registration and DNS management	Y	Y	Y
Configuration of smartphones for email use	Y	Y	Y
Broadband problem solving	Y	Y	Y
Applying critical patches	Y	Y	Y
Removal of virus and spyware	Y	Y	Y
Network setup and administration	Y	Y	Y
Printer/scanner configuration and troubleshooting	Y	Y	Y
General technology advice and recommended best practices	Y	Y	Y
Apple Mac support	Y	Y	Y
Server operating system and application administration	N	Y	Y
24/7 monitoring of essential server components	N	N	Y
Weekly Server Health Check	N	N	Y
Onsite installation, maintenance and troubleshooting	Y*	Y*	Y*
Junk Email Filter	N	Y**	Y
Backup SMTP email feed	N	Y	Y
Offsite 25GB Data Backup	Y**	Y**	Y
Website Hosting	Y**	Y**	Y
Guaranteed response time	3 hours	2 hours	1 hour
Telephone support hours	Mon-Fri 8am-6pm	Mon-Fri 8am-6pm	Mon-Sat 8am-6pm
Price per month	£15	£20 per seat, £50 per server	£30 per seat, £70 per server
Contract term	12 months	12 months	12 months

\* Onsite charges - £70 + VAT per callout, includes first 30 minutes onsite then £50 per hour (billed per half hour period).

\*\* Available for an additional monthly charge



## What Are The Key Benefits?

### Real Cash Savings

- By reducing faults, maintaining system efficiency and providing you with advice on best use, we can help to save you thousands of pounds a year.
- A fully managed service which offers the quality, reliability and trust of your own in-house IT department but at a fraction of the cost.

### Your IT Responsibilities Are Removed

- You and your staff can again focus on making your business a success rather than worrying about the technology.
- Leave the operation of your computer systems to the experts to ensure they run well. Don't worry any more about breakdowns, viruses, Spyware or other risks.

### Your Systems Are Proactively Monitored To Prevent Problems

- Regular housekeeping and servicing massively reduces the deterioration of your computers which slowly robs the business of time and efficiency, reduces system crashes which lead to costly repairs and significant loss of productivity, and prolongs the life of your computers.
- Keeping your anti-virus and anti-malware software fully up to date and systems regularly checked and security-patched ensures your data remains safe and secure.

### You Have Immediate Access To IT Professionals When You Need Them

- Should your IT not work as you would expect, if a staff member wants to know how to carry out a computer task or you want to know whether you are doing something the most effective way, whether simple or otherwise, just ask.
- An IT professional will be available immediately to provide real IT support on the phone, using the latest remote control technology to see what you can see and securely take over your computer screen to help you, if you wish

