



## Hugh Symons can now Support your ICT Network...

We have a unique Pro-Active approach to eliminate any risk...

### During our Adoption Process we will...

Perform maintenance & updates until we can give your system a clean bill of health.

So your system will be operating efficiently and effectively.

### Once our Adoption Process is complete we will...

Continue to perform pro-active maintenance throughout the term of your contract.

So your system will continue to run efficiently and effectively.

### Our Commitment to you...

If we need to fix an issue after we've adopted your system it will be our responsibility. So any time spent putting it right will NOT come out of your support time.

So your support time will not be spent rectifying old issues.

### What makes us different...?

We will advise you on the best way to use our service.

We'll tell you when we're working remotely and how long we've been.

We'll carry over up to one day of support to the following term. And we'll remind you if you have time to use up.

**As specialists in the education sector we are offering IT Support Contracts  
Providing Cost Savings and Value for Money.**

<b>Our Packages...</b>			
<b>CORE</b>	<b>CORE +</b>	<b>ENHANCED</b>	<b>ENHANCED +</b>
<b>Technical Engineer For 2 Hours per Week</b>	<b>Technical Engineer For 4 Hours per Week</b>	<b>Technical Engineer For 4 Hours per Week + Half a Day per Term</b>	<b>Technical Engineer For 4 Hours per Week + 5 Days per Year</b>
We will work with you to establish a routine of regular maintenance tasks.	All the benefits of Core with additional Bank Days.  We will discuss how best to use the additional time so you get the most out of our service.	For Schools with a large number of servers and devices.  Bespoke Core Technical Services with an extra allocation of one half day per term to use against value add services from us.	All the benefits of Enhanced with additional days for Professional Support Services.  Full Technical Advice and Deployment on Major Projects.
<p><b>For considerable savings against individual school prices please consider our: -</b></p> <p><b>Collaborative IT Support Contract (available on all packages)</b></p> <p><b>This is open to Clusters of Schools, Learning/Education Partnerships and School Pyramids.</b></p>			

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