



IT Maintenance and Managed Services

Focus on Growing your Business

As a successful business you need to be able to rely on your IT infrastructure to maintain staff productivity and support business growth. At NPIT, we understand that, which is why we have put together a flexible series of maintenance contracts that are designed to make life easier for you.

From a minimum 'emergency only' contract right through to a fully managed service package, we are there to minimise your downtime and provide support, assistance and advice where necessary.

All of our maintenance contracts include unlimited phone and remote support for your PC's and servers, and other packages include benefits such as 30GB of off-site backup, 24/7 server and PC monitoring and even a full server hotspare replacement in the event of total hardware failure.

In an ever-increasingly complex IT industry, growing your business can appear to be extremely difficult when you look at the huge range of hardware, software and literature available. Our consultants can help you cut through the tape and find the right combination of hardware and software for your business.

At the end of the day, our business is your business – as all our other clients can confirm, we take the time to understand your business so that the service we provide and the options we offer are both suitable and relevant - now and for the future.

* Unlimited Helpdesk and Remote Support in all packages, see overleaf for the full range of NPIT Maintenance Agreements.

Key Points

- Flexible agreements to suit your requirements
- Ongoing support and development
- Unlimited support at a fixed price*



We help make business happen

For a quote specific to your business contact NPIT now
on 020 8676 4441 or email: sales@npit.co.uk





NPIT Maintenance Services Support Matrix

The table below illustrates the services and costs associated with the various agreement levels:

Response times	Bronze	Silver	Gold	Platinum
Remote / telephone	4 Hours	3 Hours	2 Hours	1 Hour
On Site	NBD	8 Hours	6 Hours	4 Hours
Support				
Unlimited Helpdesk Calls	✓	✓	✓	✓
Unlimited Remote assistance	✓	✓	✓	✓
Break / Fix Server (Remote)	✓	✓	✓	✓
Break / Fix PC (Remote)	✓	✓	✓	✓
Unlimited Onsite Support	✗	✓	✓	✓
Break / Fix Server Onsite	✗	✓	✓	✓
Break / Fix PC Onsite	✗	✓	✓	✓
Your Time (additional remote work per month for admin)	✗	✗	10min/PC	15min/PC
24 / 7 Server monitoring (monitors over 100 services)	✗	✗	✓	✓
Microsoft Security Patch Assessment and Deployment	✗	✗	✓	✓
24 / 7 PC Monitoring	✗	✗	✓	✓
Trend Micro Worry Free Anti-Virus	✗	✗	✓	✓
NPIT Helpdesk (Raise and Track tickets)	✗	✗	✓	✓
Remote access to office PC's	✗	✗	✓	✓
Basic offsite Backup 30GB (not email or SQL)	✗	✗	✓	✓
NPIT Hotspare Backup and DR server	✗	✗	✗	✓
Anti-Spam / Anti-virus email filtering **	✗	✗	✗	✓
Uptime	✗	✗	95%	99%
Travel	50p/m	FREE	FREE	FREE
Pricing (Monthly)				
Per Server	49	68	100	178
Per PC / Laptop *	6	8	12	14
Per Router / Firewall	6	8	10	10
Per Smartphone / PDA / VoIP Phone	3	4	4	5
Onsite Callout fee (including 1st hour)	75	FOC	FOC	FOC
Hourly Rate	85	75	75	75

* - Minimum requirement of 5 PC's for Gold & Platinum level

** - All PC's must be covered for activation of this option

