

Product Sheet: Business IT Support

Mattian is pleased to be able to offer comprehensive IT Support to small businesses around the Wyre Forest.

We have over 5 years real world experience supporting printers to 800 computer networks and everything in between.

Our knowledge and experience help us to ensure we provide you with the highest levels of proactive support to ensure not only that your equipment is running perfectly, but that you are getting the best value for money from equipment that meets your needs.



Allow us to be your IT Support department, simply call our UK based call handlers or email us to report an issue and book a technician to respond as soon as possible.

YOUR IT DEPARTMENT - No staff costs, no holiday or sick pay.

Our monthly support options

Package	Call Out Response Time	Covers	Remote Support	Parts Warranty	Cost per PC Per Month
PAYG	Next available slot	Any single issue*	If available £35	No	£45 per call out
Bronze	Up to 3 Days	PC & Software	No	No	£10
Silver	Up to 2 Days	PC & Software	Yes	+ £5	£15
Gold	Within 24 hrs	PC & Software	Yes	Yes	£25
Network Package	Within 24hrs	Servers/Printers/Scanners Network Switches/Cabling	N/A	No	£20 if 2 machines covered by packages £45

Important Notes

- **Contracts** are for a minimum of 3 months (apart from if you choose a package with Parts Warranty which are for a minimum of 12 months)
- **A minimum of 2 computers must have cover**
- **Servers** are covered automatically if you have at least two PCs covered by silver warranty by a silver package. To get next day support and whole network coverage you will need the **Network Package**
- The **Network Package** is reduced to £20 if you have two computers covered by any package
- **Parts Warranty** means Mattian will pay for any parts required for your PC or laptop repair provided you sign up to a 12 month contract.