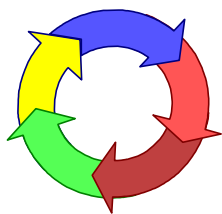


## Contracted Support

Based in Bristol and Birmingham, ADT Systems are passionate about providing high quality support for business enterprises throughout the Midlands, South West of England and South Wales. A dedicated team of skilled technicians offer both managed and break fix services with rapid response for arising issues to bring complete peace of mind for your information technology. Formed in 1993 we have a wealth of experience in deployment, management and support of IT and Telecoms solutions.



**PremierPLUS**

**Managed Services**

### PremierPLUS Agreement – Managed Services

Our fixed price annual or three year agreements with monthly payment plan delivers cost effective and affordable managed IT services to track and maintain the entire network infrastructure for business throughout the South of England and South Wales. Intelligently monitoring your network to maintain and repair utilising auto assignment for pro active and rapid reactive services to ensure optimum performance.

24/7 remote monitoring provides real time analysis of the entire network infrastructure and allows us to deliver remote management, administration and resolution to issues. The PremierPlus agreement provides unlimited remote and on-site support incidents with all labour charges included and optional parts cover for servers, network appliances, desktops and back office applications. Server and desktop monitoring includes features such as asset and licence management, software patch updates and software distribution. The IT help desk provides unlimited support for basic and complex issues and uses a combination of telephone and remote access support for resolution or where necessary, assignment of a technician for an on-site visit.

Mail Core Filtering is the first and most important step in keeping your message system clean and working. Simple to connect and included within the agreement, the fully-managed Core Filtering is a comprehensive email security solution that wipes out more than 99% of spam, viruses, worms and harmful content and attachments before they even reach your network. Mail Core Filtering offers a robust filtering solution with a user-friendly console, email notification and affordable pricing. Leveraging a unique and patented multi-layered system of more than 20 separate filters, Mail Core Filtering protects against a wide range of email dangers and continually updating our email defense system to help protect

against the latest threats.

A dedicated account manager will carry out regular service reviews and an annual comprehensive audit of the network with recommendations to ensure effective operation with your business strategy.

- Server and Network Monitoring 24/7
- Unlimited Help Desk Support
- Unlimited On-Site Support
- Firewall Management
- Anti Virus & Anti Spam Services
- Server Management
- Network Audit
- Service Level Agreement 2, 4 & 8 Hour Responses

### Server Recovery Service Option

In the event of catastrophic failure or total loss of the server, recovery to the repaired hardware or new replacement system is carried out via the System Recovery image. This image is taken as part of the SRS service whereby the server system partition is output to an external device and periodically updated allowing a quick restore followed by restoration of data from the clients data backup. The fee paid for the service includes relevant licences, periodic image tests and technician time to restore image to new or repaired hardware and commence a restore of data backup from tape or other device along with a full test at completion..

### Extended Hours Option

For out of hours support we can offer extended working times for weekday or weekends.

Call us on

Bristol

**0117 941 0930**

Birmingham

**0121 309 0080**

Exeter

**01392 911020**

