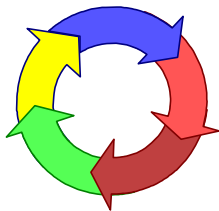# Contracted Support

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.

Premier

Premier Agreement

An annual fixed price contract which provides both management of key components within the network and unlimited on demand access to our support desk for telephone, remote assistance and on-site attendance along with any workshop repairs. The contract can include support for Telephone Systems, Desktops, Laptops, Servers, IT Infrastructure, Printing and Back Office applications as enumerated within the contract schedule for support during normal business hours. The cost of any replacement parts is included subject to the maximum parts value as agreed within the agreement schedule.

All our contract support agreements benefit from prioritised response and above industry standard SLA's offering 2, 4 and 8 hour response times depending on the critical nature of the issue

To complement the Premier agreement we have a range of options which can be included to build a support solution to suit your needs

Remote Monitoring Option

Our 24/7 remote monitoring provides real time analysis of the entire network infrastructure and allows us to deliver notification and /or remote management, administration and resolution to issues when taken in conjunction with a full support agreement. Monitoring can include features such as asset and licence management, software patch updates and software delivery

Server Management Option

To provide regular scheduled visits to carry out administration tasks on the server or servers the frequency of which will be determined by the size and complexity of the system. Tasks undertaken include backup and restore checks, AV updates, operating system updates, patch management etc.

Network Management Option

As an addition to the Remote Monitor Option this service allows pro active and reactive management of the key network devices being monitored, firewalls, routers, switch's etc..

Server Recovery Service

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.

Anti Spam Scanning Service

Built on award-winning technology, Mail Core Filtering is the first and most important step in keeping your message system clean and working. Simple to connect, 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.

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

Microsoft
GOLD CERTIFIED
Partner

Microsoft.
**Small Business
Specialist**

4 Donald Road, Bristol. BS13 7DG. Tel: 0117 941 0930
Blythe Valley Business Park, Central Boulevard, Birmingham. B90 8AG. Tel: 0121 309 0080

ADT Systems Limited. Company Reg. 2807519 VAT No. 586 2100 48   sales@adtsystems.co.uk Fax: 0845 1800 597