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10.3.2015
Company Name
IT Support

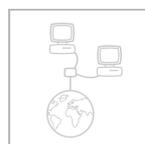
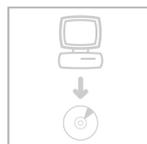
We are your **reliable** London based
IT Support department

Because you can achieve more.

*We are the backbone of London business, the unseen seamless support
that enables you to achieve more.*

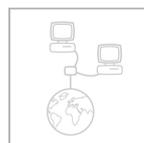
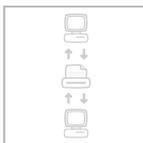


Contact: Dennis Dimitrov
dd@networkfish.com



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Your IT Support Contract

This IT support contract provides **Company Name** support cover for staff, office Macs/PCs, Servers, network, security, IT infrastructure and mobile phones. If you have any questions regarding this proposal contact Dennis Dimitrov at dd@networkfish.com

Proposal Basis This IT support contract is based around the number of current users. If there is an increase/decrease in the number of users this contract will need to be modified.

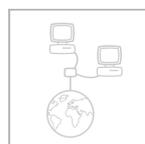
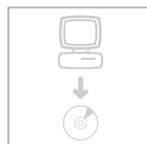
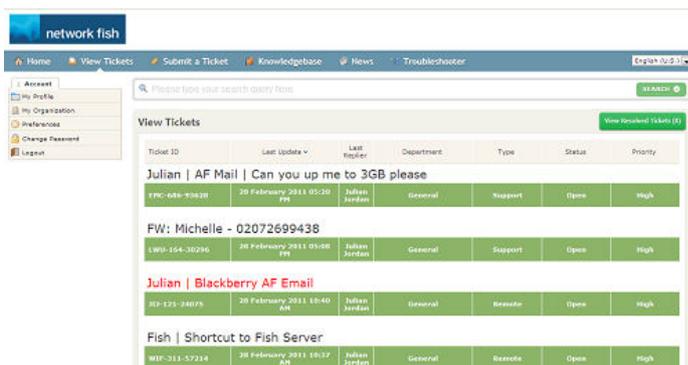
SLA

15 minute response for remote support
2.5 hrs onsite for critical issues

- Fast response
- Fast fix
- Less downtime
- Increased productivity

First Step – The Helpdesk

Your staff can contact the IT Helpdesk via Email or Phone to access help from our engineers for onsite and remote assistance. All requests via email are fully traceable via your online IT Support Portal.



Charging

- You will receive one flat rate to keep your IT running,
- If hardware under contract fails you will NOT receive a bill for our time to fix
- You will only be billed for work outside of the contract e.g. cabling a new office and new projects

Our charges are always open and transparent; you will find no hidden costs or clauses in our maintenance contracts.

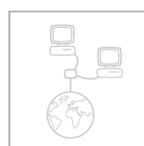
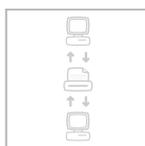
We guarantee you will be delighted with our service; in fact we are so confident of our service you are free to exit your contract anytime with us with one month's notice.

Audit | Business Continuity and DR Planning: NO charge.

Once booked, we will send our Network Fish IT engineers into your offices for a half day to perform a full IT audit and resolve any IT issues you currently have.

We will perform a full server, client, security and network audit. This will catalogue all of your hardware, software and serial numbers. This is essential to us supporting you and essential for your insurance. There will be no disruption to your office or network.

1. We will perform a full server, client, security and network audit
 - Highlight infrastructure and security weakness
 - Create an asset register
2. Four weeks post audit
 - Provide infrastructure advice and set out IT objectives
 - Configuration and change management procedures
 - Set out Disaster Recovery & Business Continuity procedures with realistic data recovery time-scales



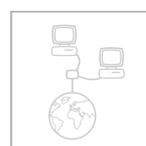
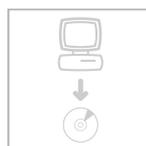
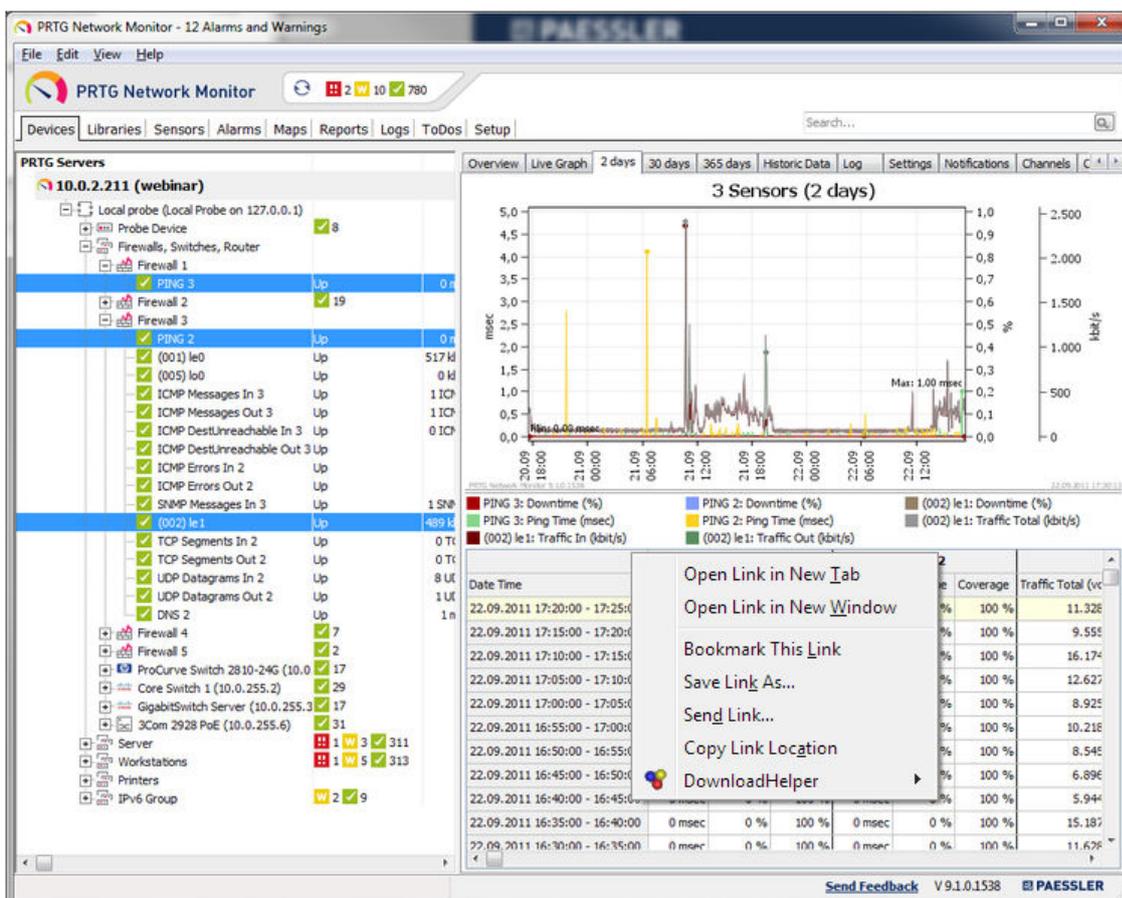
Handover from Incumbent Support Company

Our handover team will handle the transfer of all passwords from the old IT support company and make the necessary security password changes. We will need little input from you and we will aim to make this process seamless and non-disruptive.

Back Office Monitoring

We use [PRTG](#) - the most advanced monitoring available, with over 100 sensors monitoring your network 24/7, we are notified of issues in real-time and 90% of the time fixed before you even realise there was a problem.

Our time spent monitoring and updating patches on servers, networks, security upgrades, PCs, Firewalls and other devices is covered by your complete and comprehensive service.



The following are a list of services, including but not limited to:

- ITIL based Telephone Helpdesk – this is manned 9am – 5pm Monday to Friday.
- An emergency number, which can be used 24/7.
- Checks for back-up logs, Firewall status, installing server service packs, security updates, pro-active support, checks on network usage and best practices.
- All time spent monitoring of PC, Network, Servers, Firewalls and Backup is covered
- A one-stop shop; we can provide or advise on almost any IT service.
- Rapid response – we aim to get back to you immediately on mission critical problems with remote assistance in 15 minutes and engineers dispatched to be onsite within 2.5 hours for emergency problems.

We are here to keep your IT running smoothly, liaising with your other IT providers to free up your time for your core business.

Frequently Asked Questions

- **What is the support contact length, and how soon can we cancel?**

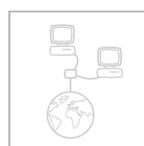
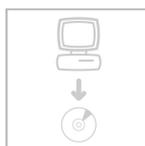
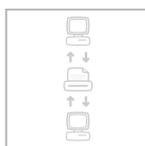
Your Network Fish contract entails no long-term obligation. You can cancel any time with 30 days' notice.

- **Is there any small print we need to watch out for?**

Our terms are very transparent, and there is no small print or hidden fees in the contract.

- **Do you support all software in our business?**

We support your operating system, Microsoft Office, other commonly used programs such as Skype, your internet browser, printing, scanning, email and much more. We prefer to speak to your software vendor for specific third-party bespoke applications such as Sage, QuickBooks and



other custom software. This ensures we provide the high level of service that your business deserves.

- **So what do you support?**

We support all your computers, servers, network equipment, mobile devices, laptops and more.

- **How do we report an issue?**

You can either contact us on our email address support@networkfish.com or call our hotline on +44 (0) 207 403 4031.

- **How do I track the progress of my issue resolution?**

Immediately after you get in touch, we create a support ticket in our helpdesk system, which is assigned to an engineer skilled in the area of your issue. He will then contact you either via email or phone to discuss your ticket and assist in resolving it. You can log in to the helpdesk with your own username and password to follow progress, or just watch your mailbox for any ticket updates.

- **How fast will you respond to our requests?**

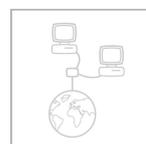
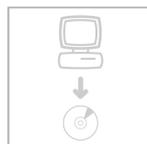
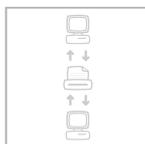
Within business hours our response SLA is 15 minutes, but we usually get back in touch much quicker – around the five minute mark. If your problem requires a field engineer visit to resolve it, they will be with you within 2 hours.

- **How can the helpdesk engineer help me if they are not in our office to see my computer?**

The remote engineers use LogMeIn and TeamViewer to connect to your computer and use it as if they were in your office. This never happens without your permission.

- **Do you support Macs and Apple devices?**

Our team has the necessary skillset to quickly and efficiently support all existing Apple devices including, iMac, iPhone, MacBook, MacBook Air, iPad, Time Machine, AirPort and others.



- **What can I do if my issue is not resolved or if I have a complaint?**

In the unlikely event that your issue cannot be resolved by our team, we will contact the vendor of your software / hardware and work with them to quickly bring your case to a resolution. We are a Microsoft Silver Partner, which gives us fast access to the best technical team for all things Microsoft. Our close ties with Dell and HP technical support ensure that your computer can be looked at quickly by their field engineers if necessary.

Should you wish to escalate your case further, or if you have a complaint, our office manager is here to assist and ensure that you are satisfied.

Be advised that your complaints are treated confidentially and seen only by our management. However, should you wish to send an anonymous complaint, you can submit it to complaints@networkfish.com.

- **How much does your service cost?**

You can either use our services with a monthly fixed fee, or on a pay as you go basis. Our IT support subscription contract cost is calculated from the number of computers, servers and sites you have and is billed monthly. Our pay as you go price for business working hours is £75 per hour.

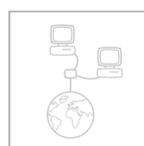
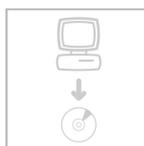
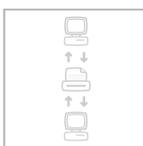
- **What does the IT support contract cost cover?**

The standard IT support contract covers the support of all your existing equipment during business hours, and much more. Please see the Costs page. We charge £75 per hour additionally for 'project' work, including:

- Upgrades of four or more computers at a time
- Office moves
- Expansion of network or number of computers
- Installation of new services or servers
- Migration of data or services

- **What are your working hours?**

Our offices operate at full capacity from 9am to 5pm from Monday to Friday. During weekends and holidays, we have on-call engineers who can respond to your urgent requests.



- **How many people work for Network Fish?**

We have five field engineers, six remote engineers and two sales/accounts staff.

- **Where are you based?**

Our office in North London is in Wood Green, and our remote helpdesk is based in Mezdra, Bulgaria.

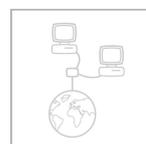
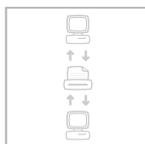
- **How long have you operated, and what is your history?**

Our company was founded in 2002 by Julian and Jonathan, who have a passion for high-quality professional IT support. Since then, we have grown and earned the trust of many London-based and international customers.

- **Who is your director?**

Our director is Dennis Dimitrov, who has been running the company since 2009. He has a strong technical background and understands the business IT needs of our customers very well. In addition to his directorial duties, he advises the engineers on more complex technical challenges and likes to work alongside the remote team on support tickets, so that he has better insight into our customers' problems and how to improve our service.

You can always email him directly on dd@networkfish.com if you have a question for him.



I recommend the following support contract cover for:

PC/Mac support x 35
Network (LAN) support
Server support and monitor x 8
Backup monitoring service
Audit & DR planning
IT asset management
Anti-virus updates on PC & Server
Patch updates on PCs, Servers and Firewalls

Onsite and Remote LAN Support £AMOUNT PCM Exc. VAT

Signed on behalf of:

Sign _____

Print _____

Date ___/___/2015

Sign, scan and email to dd@networkfish.com to start your support.
We will contact you to confirm the date for your audit.

Terms: 24 month contract. 30 days cancellation notice

