



ACTIVATING A SERVICE CONTRACT

KEY ADVANTAGES

1. **Peace of Mind**

Hardware and software problems tend to occur at the most inconvenient times. When your system fails, customers are inconvenienced and productivity and profit are lost. You need the assurance that in the event of a system emergency, a professional can be on-site fast to minimise downtime. A service contract gives you this security.

2. **Convenience**

While most businesses have a strong dependence on technology, they often don't have adequate staff to support and maintain it. This causes a need for outsourced IT support, which is exactly what a service contract provides for you. We simply show up and fix your problem while you continue to focus on your normal business operations.

3. **Affordability**

The cost of responding to a sudden emergency, or planning for a future system solution, can place incredible strain on your cashflow. Service contracts are a regular fixed-cost item, fully tax deductible. You receive hours of labor at discounted rates, which will save you thousands of dollars in the long run.

4. **Technical Expertise**

Because of the increasing complexity of technology and the knowledge required to utilize it, difficult network problems can arise which require highly trained personnel to solve. By having a service contract in place, a simple phone call can provide you with a qualified technician to troubleshoot and repair your problems.

5. **Professional Maintenance**

Maintenance of your existing hardware can prevent many small problems from turning into emergency situations. You will be visited regularly based on a schedule you request to check on your systems and resolve user issues. This will reduce downtime by addressing problems while they are small and manageable.

6. **Personalized Service**

Businesses who outsource their IT support need someone who is closely familiar with their hardware and software system. Regular visits keep us abreast of your evolving work environment. When you invest in a relationship with us, we commit ourselves to understanding the way you work so that we can respond personally with customized solutions based on your unique business needs.