



My horoscope says
our server will crash
next Tuesday. Can I book
an engineer please?



If only life were that simple...



There's never a good time for your IT to fail......and the surprise expense certainly isn't welcome! Nycom provides service support contracts that not only identify IT issues before they become problems, but also deliver real peace of mind.

Programmes of planned service and support are employed to reduce the likelihood of breakdown. Trained engineers carry out routine housekeeping activities on a regular basis. Our clients find this the best way to protect their business systems for a modest fixed fee.

All IT systems do go wrong no matter how well they're maintained, however well they're maintained. That's why Nycom service support contracts reassure clients with agreed rapid response times and equipment recovery.



There are four levels of Support Service:

Routine



A trained engineer will maintain your network once every three months, or as often as required.

Available from just £65 per month

Emergency



When your computer dies, your printer passes out, or your server crashes, a trained engineer will solve the problem. No additional labour charges, just peace of mind.

Available from £100 per month

Complete



Regular maintenance and the peace of mind that an engineer will be with you in an emergency. Plus an annual system audit worth over £250.

It's the safe option.

Available from £150 per month

Ultimate



All of the benefits of Complete cover, but if the equipment covered by the contract breaks it will be repaired at no extra cost. Plus an annual system audit worth over £500.

Available from £300 per month

Making I.T. Work...

	Routine	Emergency	Complete	Ultimate
Regular maintenance visits	✓	✗	✓	✓
8 hour Emergency support	✗	✓	✓	✓
Faulty hardware repaired at no extra charge	✗	✗	✗	✓
Annual IT infrastructure audit	✗	✗	✓	✓
Remote VPN support where available	✗	✗	✓	✓
Free labour costs to hardware equipment	✗	✓	✓	✓
No extra emergency call out fee	✗	✓	✓	✓



Nycom has been supporting businesses from its York base for over 15 years. Our unparalleled levels of customer service have enabled us to develop long-term relationships with our clients.

**Please call us to discuss your needs on 01904 653383,
or visit www.nycom.co.uk to find out more.**



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