

STAFF I.T.

what is STAFF I.T.?

It is our name for outsourcing. It's about Weald working for you – in a way that works well for you and us. That might be in the capacity of department, manager, assistant or whatever is identified as the most suitable role.

There are two simple methods of operating STAFF I.T.

“Regular Call” – An agreed regular on-site visit by a named engineer

“Call Off” – A system where the hours are banked and then deducted as used in minimum 15 minute blocks. This can be for remote work, on-site, installation, consultancy etc.

“Call Off” is the most commonly used scheme.

You may buy STAFF I.T. in the following quantities.

It MUST be ordered and paid for in advance.

Bronze: £1100 - 13 hours / 84.62h

Silver: £1,800 - 26 hours / 69.23h

Gold: £3,295 - 52 hours / 63.37h

When used in the “Call Off” system – this is a way of buying discounted blocks of hours in advance and being able to use as little as 15 minutes.

“Call off” is an easy low risk purchase, simply “use up” the hours and we will contact you when they get low to ask if you would like to buy some more.

All time is logged and available for scrutiny on our extranet.

No CALL Outs are charged to STAFF I.T Clients.

Full use of any type of Weald engineer or consultant is available. *

Weekend or evening work may also be deducted. **

*Consultant rates are deducted at 1.5 x unit

** evenings @ 1.5 x unit, weekend at 2 x unit.

T 0845 643 2020 / sales@weald.it

www.weald.it

WEALD COMPUTER MAINTENANCE LTD

Registered Office: 53 Perrymount Road, Haywards Heath, West Sussex, RH16 3BN

Directors: B.ST.JOHN-POULTON, M.J.NELSON, C.OZKAN

CO.REG. 2321033 Registered in England – Nov 1988

What we do as standard

Audit and document your servers.

Gain full remote access and control of both servers and workstations.

Assign a dedicated engineer (only under Regular Scheme)

Give access to our helpdesk (9-5:30 Mon-Fri)

By the provision of documentation, holiday and sickness cover is not an issue to our team. No one person should be the key to the system – though one person may become more familiar.

Annual review meeting

Installation & Upgrade work (weekdays & weekend) – by request

Backup monitoring

We can provide extra services and deduct as required:

Monthly Health check & Report

Quarterly strategic review with consultant

Disaster Recovery planning

Security Audit / security system checks and advice.

Audit and document your workstations – specification ages/replacement dates

Application upgrades and installations

Service pack application

Are there any other services that should or could be used in conjunction?

Weald offers a comprehensive suite of services for the SME some of which are:

Emergency response maintenance contracts

Disaster Recovery plans and facilities

Domain Hosting & Management

Procurement of equipment

See our web site for full details.

Monthly fee to cover everything...

It is now possible, after an initial period of “getting to know each other” – to put forward a proposal that encompasses all services for a straight monthly fee.

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