



[Nerds@Work Support Package](#)

CALL NOW 07792 100 200

Computers are critical to all businesses, we rely on them to be fast and efficient in order to carry out our working day without any problems. When they go wrong the headaches and interruptions stop our workflow causing endless delays and high costs. Researchers say that on average at least one computer in a small business will encounter problems once every few months.

IT support is critical for computers to stay healthy.

Computer Nerds not only offer great support but we also believe in pro-active support, this means we monitor your servers 24/7 allowing us to spot potential issues before they get worse. With monthly support we are just a phone call or email away fix all problems.

Computer Nerds would like to offer you a simple, professional and cost effective IT support service called Nerds@Work. This new package will give you monthly support for all your servers and workstations with peace of mind knowing your computers are in safe hands, you will **NOT** have to wait days to get problems fixed.

For a flat monthly fee you will get the following benefits:

Businesses with servers and workstations

Servers

- 24/7 Server monitoring (Pro-active support, monitoring all aspects of the server hardware and software inc backups 24 hours a day 7 days a week)
- Unlimited remote access server support
- Unlimited phone server support
- Discounted hourly rates for onsite visits (when its not possible to fix faults with remote access)
£60 per hour instead of non-contract rate of £75.00 p/h

Price: £CALL p/m per server

Business workstations

- 5 remote access support requests
- Unlimited email support
- Unlimited phone support
- Discounted hourly rates for onsite visits (when its not possible to fix faults with remote access)
£60 per hour instead of non-contract rate of £75.00 p/h

Price: £CALL p/m per workstation

computer nerds



Businesses with NO servers and only workstations

Workstation (PC)

- 5 remote access support requests
- Unlimited email support
- Unlimited phone support
- Discounted hourly rates for onsite visits (when its not possible to fix faults with remote access)
£60 per hour instead of non-contract rate of £75.00 p/h

Price: £CALL p/m per workstation

With this maintenance agreement in place you can call or email us anytime with your IT problems. When an issue does arise we can connect remotely to diagnose and fix it.

If we need to send a Nerd out to you then you will be charged at the discounted hourly rate.

With these bonus's you can feel relaxed knowing your computers are covered with the **Nerds@Work** service.

If you would like to go ahead with the **Nerds@Work** support package please let us know as soon as possible so we can arrange a visit and calculate your requirements.

Payments can be made monthly by standing order or annually with a single payment.

We also have a **Nerds@Home** service. Please visit our website www.computernerds.co.uk or contact us for more information.

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Tel 2: 07956-123-067
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We look forward to your call.

Regards

Nick Piacun
Director