# Silver

Our silver package offers rapid support of up to a maximum of a 4 hour response time plus more incidents per month and 30% discount off our standard rates. Silver members we utilise an optional server support package to monitor and keep your server updated on a monthly basis if required.

- **Up to 4 hour response time \***
- 7 support incidents per month (**up to 2 hours per incident**) **\*\***
- **Savings up to £1,732.50 per month**
- Onsite/Remote and Phone support all included
- Access to our certified team of IT experts
- Pre sales advice
- Free Secure wipe of old hard drives (at our base) PDF Certificate supplied
- Free loan computer's during repair times
- Activity log - track job details via our online portal
- 30 % Discount on additional new IT work (i.e. migrating your email system to a new platform)
- Optional server support bolt on package available

\*Response time is the maximum time an engineer can take to contact the client to begin diagnostics of the problem however we will endeavour to action your issue as soon as possible, fix time may vary depending on the problem, e.g. if new parts are required.
\*\* Should additional time be required after the 2 hours a 30% discount off our standard rate will apply.
\*\*\*Incidents do not roll over to the following month.

## Server support – Add on to package

If you have a dedicated server onsite we can provide a bolt on support package for silver and gold packages directly covering your server.

- **Up to 4 hour response time \***
- Server monitoring
- Installation of security updates on a monthly basis
- Installation of required optional updates on a monthly basis
- Backup monitoring
- General health monitoring
- Software application updates on a monthly basis