

# Do you need support?



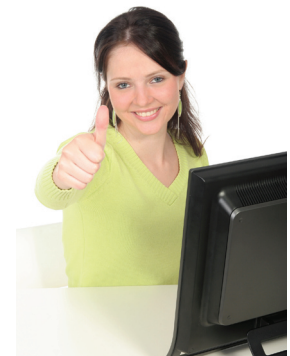
- Your business is growing and thriving, but your PCs and networks are starting to get you down?
- You have only the occasional problem with your computers but would like the reassurance that there is always someone on hand to guide you through?
- You need help with day to day issues such as adding new users to your network, but don't need a full-time member of staff to do it?
- Your current IT support company keeps letting you down?

Then we can help.

## What we do...

Cygnet provides you with the chance to outsource your IT department to experts with the relevant skills and experience you need. We offer pro-active management of your IT infrastructure to maintain a stable, reliable environment for end users through the use of systems monitoring, back-up checks and much more. We are available to give support and guidance over the telephone and using remote access should something go wrong. In fact the vast majority of problems can be dealt with without you having to wait for an engineer to turn up.

Large or small, Cygnet can support your business. Our packages tailor to the needs of the individual business as no two businesses are the same. The matrix below is an example of what we include.



**For more information or a FREE quote call 0845 4650100 or email [sales@cygnet.com](mailto:sales@cygnet.com)**

	Priority	Inclusive	Bespoke
Telephone support	✓	✓	✓
Remote support	✓	✓	✓
30-minute response	✓	✓	✓
Loan equipment	✓	✓	✓
24/7 server monitoring	✓	✓	✓
No call-out fee		✓	✓
Scheduled maintenance		✓	✓
Active management		✓	✓
Replacement parts at discounted cost		✓	✓
Labour included in the cost		✓	✓
Email filtering		✓	✓
Fixed Asset Register		✓	✓
Out-of-hours support			✓
Disaster recovery			✓
Project management			✓
Off-site data storage			✓

For more information about Cygnet's support packages or any of our other products or services, please visit [www.cygnet.com](http://www.cygnet.com), email [sales@cygnet.com](mailto:sales@cygnet.com) or call 0845 46 50 100

