

MANAGED SERVICES



**MEMORYSMITH
COMPUTING** Ltd.

Complete Suite of Business & Residential IT Solutions

MANAGED SERVICES

At MemorySmith Computing we have geared the business to adding more business services than ever before. These services are not aimed at the large businesses who have a large amount of funding for I.T. services. We aim to provide our services to those that really need it - the small to medium sized business.



The smaller the business the harder it is to judge your I.T. needs. It is also harder to judge just how much money to set aside for managing your computer systems. In fact most small businesses just move between I.T. companies they find in the Yellow Pages that can come out fast to fix whatever emergency has just happened. Bouncing around between vendors or relying on a member of staff that knows a bit about computers is a major risk to your business.



We see a decent number of small business machines that are running the wrong security, are riddled with viruses and malware just because they are reliant on software that was recommended by a friend. Usually these clients do not even realise there has been a problem until everything has gone totally wrong.

MANAGED SERVICES



At MemorySmith Computing we use high end, enterprise grade, monitoring software that allows us to spot potential issues before they even happen. The same tools allow us to provide a comprehensive backup solution that can recover a machine even when it has gone terminal. We can also totally manage your anti virus solution. Our solution includes unlimited remote support and discounted engineering time. We have a dedicated system in the workshop that shows as soon as there is an issue so we can fix it before you even know there has been a problem.

All of this means you can carry on with the day to day elements of managing your business without worrying about your I.T. systems. Give us a call on 0800 634 3569 or you can email us at sales@memorysmithcomputing.co.uk if you would like to find out more.



Daily Proactive Support



Secure Backups

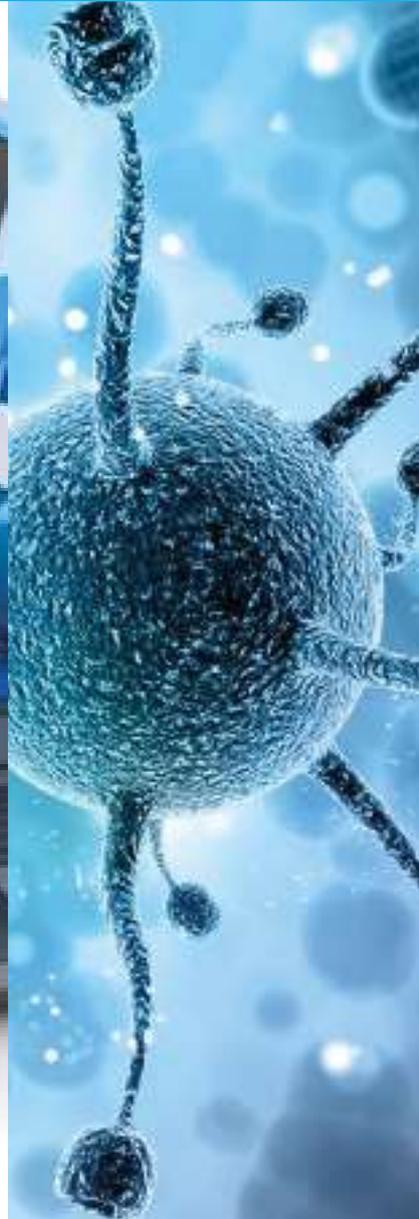


Next Day Visits

ANTI-VIRUS & BACKUPS



Offering a comprehensive anti-virus and malware detection system - our managed anti-virus bolt on package is affordable and extremely efficient. Instead of relying on members of staff to monitor possible infections, any and all alerts are presented on our monitoring system, allowing a member of the team at MemorySmith Computing to diagnose the issue, deal with false alerts and keep your systems running, infection free, for the maximum amount of time.



Sitting alongside the anti-virus product is our cloud backup solution. The system takes backups of your devices on an hourly, daily, weekly and monthly basis.

This allows our support team to restore your computer to a working state and recover lost files without you having to wait for an engineer to attend your business. Offering the ultimate in security and peace of mind for all of your business critical data.

Our services include assorted options for when you need an engineer to attend your business to fix a fault that cannot be dealt with remotely. Offering skilled engineers who are dedicated to our business support solutions we can have an engineer at your property the next working day to get your systems back up and running as soon as possible.

Striving to offer the best possible support, all of our team are dedicated and passionate about delivering the best, meaning that you can rest assured that we care about your business. Each member of the team undergoes constant training to improve their skills and to keep them up to date with the latest technologies.

Along with this we are all passionate about IT in our personal lives. Knowing about how systems work is a passion for us at MemorySmith Computing and we maintain a good approach to customer service and our growing knowledge as part of our internal culture.



Our engineers are not limited to software based solutions and each member of our team is experienced in diagnosing and repairing hardware faults.

Where a hardware fault cannot be resolved on site we take the hardware to our emergency repair centre and resolve the issues, returning the item back to your property as fast as possible.

We also find solutions to keep the business running as smoothly as possible until the hardware issues are resolved.

Our 9 to 5 business support services come with dedicated staff waiting for your calls who can then connect to your systems and get everything back up and running. Not just for faults - we also provide end user help for when you are not quite sure how something needs to be done.

We now also provide extended cover options giving you access to a remote support engineer 7 days a week from 8am all the way until 10pm at night.

Helping to make sure that everything runs as it should no matter what time of day you are working.



Fast Response

Process Driven

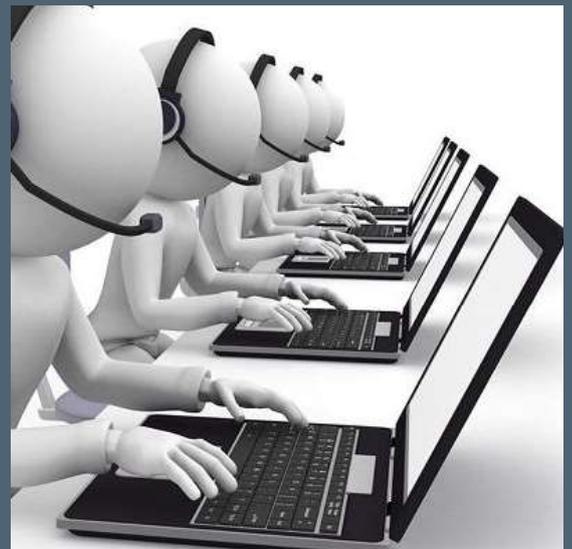
Proactive Support

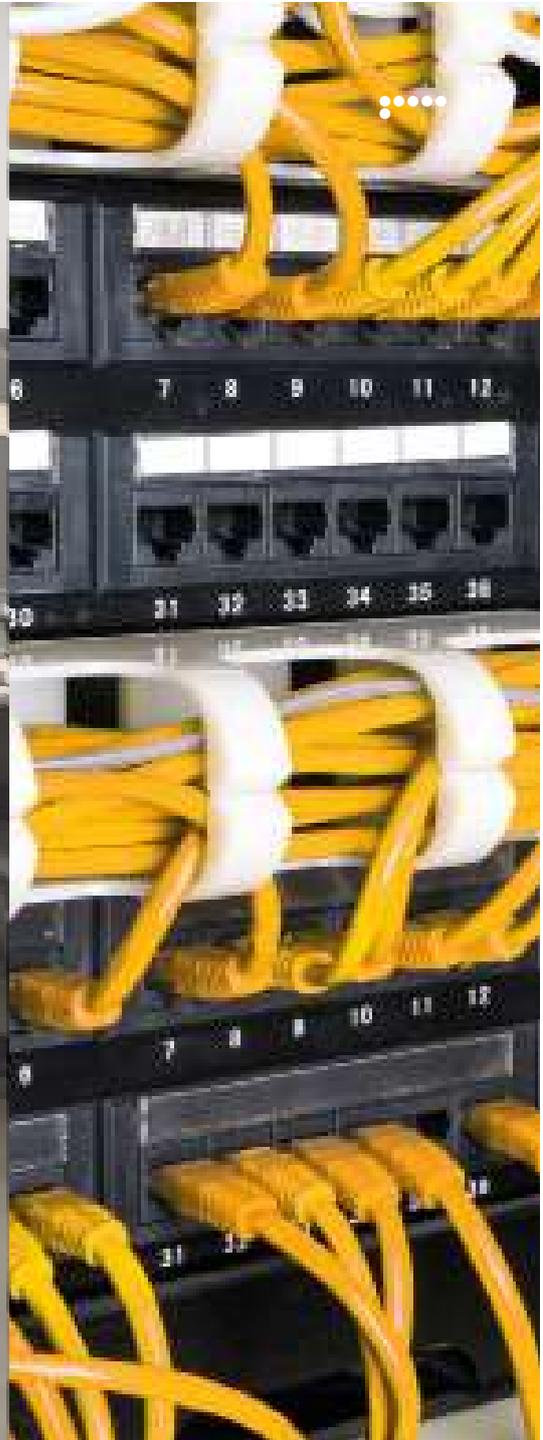
Our service desk team are all college trained and are then given experience and continued training within the business. Continually developing their skillset and working hard to achieve the highest standards. They are also keen to feel like part of your team rather than some random person on the end of the phone. We believe this is the best policy and encourage all of our staff to maintain the best relationship with our clients.

You can call on them for even the simplest of queries.

Along with responding to calls and emails that come in - the team also use our monitoring portal to spot faults on your systems and resolve them as quickly as possible. In fact, over the course of the last year we have resolved over 85% of minor faults and problems without even having to disturb the user working on the system.

This approach to proactive support means that the team is able to reduce the amount of downtime that you experience for faults within your I.T. infrastructure.





From family run businesses, close knit offices, larger offices to full infrastructure solutions - we can provide the support you need.

Our company was set up specifically to bring the I.T. services, normally only offered to large organisations, to the smaller business at a realistic price point. We operate like a family and are a close knit team ourselves, each supporting the other to make sure we can all deliver the same level of service we aim to achieve.

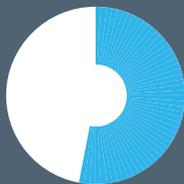
We provide honest and open pricing rather than tailoring price points to what we think each client should be paying. We do not call and try to sell you additional services and hardware that you do not need. Our only aim is to provide you with the best support we can and advise you of any problems before they arise.

We also perform budget reviews of all your I.T. systems to help you manage your I.T. costs in a manageable way, rather than being hit with surprise bills.

THE FIGURES

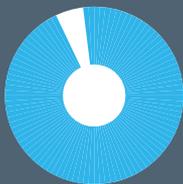
We aim to please but, on occasion, even we will get it wrong. By keeping communication clear and maintaining a strong work ethic we aim to keep everything clear for our clients. All of our work is recorded in a custom CRM system where we can identify repeat faults, failure to deliver the services we offer in an adequate time frame and many more

problems. This allows us to continually fine tune our processes to meet the needs of our clients. We believe that if we are not continually striving to achieve more then we are not doing our very best for us, or our clients.



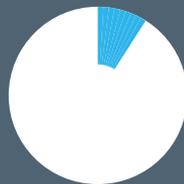
53 %

This is the number of people that believe poor communication results in bad service from I.T. vendors. Our open approach to the information you are given hopes to eliminate this.



95 %

This is the approximate figure for small support companies that do not hold vital data such as information about your networks and details about how your system work. Our custom CRM system keeps a record of everything for you.



9 %

This is the number of systems in the world that have adequate anti-virus solutions in place that are enterprise grade. Our system provides the perfect and cost effective solution for this.



These are just some random statistics that we have collated from online source but reflect a very serious problem for small business owners everywhere.



1 Server & 1 - 7 PC

Standard Fee / Month

Platform	Servers	Desktop	Laptop
£70	£25	£10	£10

2+ Server & 20+ PC

Standard Fee / Month

Platform	Servers	Desktop	Laptop
£50	£20	£8.50	£9

Office 365

Standard Fee

Business	Premium	Essentials	Mailbox
£10 / month	£12 / month	£4.50 / month	£4.50 / month
£108 yearly	£112 yearly	N/A	N/A

Hosted Exchange

Standard Fee / Month

1 - 5	6 - 10	10 - 20	21 +
£20	£35	£60	£100

Software to access the mailboxes will still be required or mailboxes can be accessed via OWA

Survey Work

Standard Survey Costs

Wifi	Systems	Infrastructure
£350	£250	£500

1 Server & 8+ PC

Standard Fee / Month

Platform	Servers	Desktop	Laptop
£60	£20	£10	£8

Anti-Virus

Standard Fee / Month

Platform	Servers	Desktop	Laptop
N/A	£10	£1.50	£2.00

Backups

Standard Fee / Month

1- 5GB	5GB - 50GB	50GB - 500GB	Uncapped
£2.50	£7.50	£40	£60

Backups are hourly, daily, weekly, monthly holding up to two years worth of data.

Engineer Visits / Hour

Normal hourly rate is £35 plus VAT

Tier 1	Tier 2	Tier 3	Unlimited
£32.50	£30.00	£27.50	£80 / month

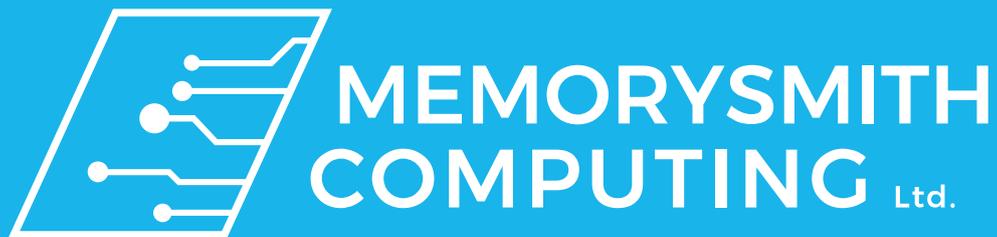
Engineer visit prices are quoted as on site time only. We do not charge travel time. 90% of our business engineer visits are next working day.

Discount!

We offer further discounts to all of our managed service clients for workshop labour, reducing the rate to £25 / hr

Business Hours

Monday 09:00 - 17:00	Tuesday 09:00 - 17:00	Wednesday 09:00 - 17:00	Thursday 09:00 - 17:00
Friday 09:00 - 17:00	Saturday 09:00 - 12:00	Sunday Closed	



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