

Advanced +plan

DIRECT MANAGEMENT

I.T. SUPPORT ENGINEERS



contact@123line.co.uk



0208-036-3525

- *Remote support*
- *Onsite Engineer*
- *Web Maintenance*
- *Network Planning*
- *Prevention Planning*
- *Server monitoring*
- *Backups*
- *PC Repair*
- *IT resource solution*
- *Data center*



**WHAT YOU
GET
WHEN YOU JOIN**



Remote support

Call us

Now-a-days not many things are out of reach from technology, this includes getting the support you need. The sequence we would follow, would be for you to call us, tell us what the problem is, then tell us your ID/Asset number and let us assist you remotely with your issue. We connect to your computer and resolve it via the internet. We will attempt to resolve your issue within the first 40mins of the conversation. If unresolved we will create a ticket for you which will be escalated to a more senior engineer. If we need to have someone onsite to resolve the issue, a time will be booked for a onsite visit



Onsite engineer

Call us

Sometimes it is not possible to assist you with your issue remotely. We would then need to send an engineer onsite to get you back online. This can be chargeable if the problem becomes harder to resolve. We will need to cover our cost and charge for the labour. We offer a prevention plan, to help avoid the need for an onsite visit But it can and will happen. We would need to submit a ticket, arrange a time, then confirm we have the correct address. If the first attempt fails due to an unknown reason, we will continue to make attempts until resolved.



Website maintenance

Call us

Websites are now, one of the most used marketing tools in a business. We will maintain, your website covering all updates, renewals and backups needed. We can also advise on third party integration and create or update an existing website. This will also cover sub-domaining, SSL certificates, and ecommerce. There can be many things that can go wrong with a website, like an error on the php code, SQL disconnect or it could need updating. These are just a few of the issues we can help with.



Network planning

We visit

We are finding lots of companies that have the wrong network infrastructure, suited for their business. We will make sure that we analyse your existing network, remove all unnecessary, planning that may only be there due to personal gain from your previous IT support sales department. Having the wrong network setup, could be unnecessary and costly. With the right planning and suitable devices and software to support your environment. You would ensure a more stable and cost worthy network.



Prevention planning

We visit

We all know it is better to prevent rather than cure. We will analyse your network infrastructure, and make sure we are able to stop anything that could cause an issue. We will first eliminate anything put into place not needed, due to incorrect information to make a sale.

We will then make sure all backups are in place and test the recovery. We will also advise you on the best way forward covering all hardware and databases, in case of a disaster.



Server monitoring

We monitor

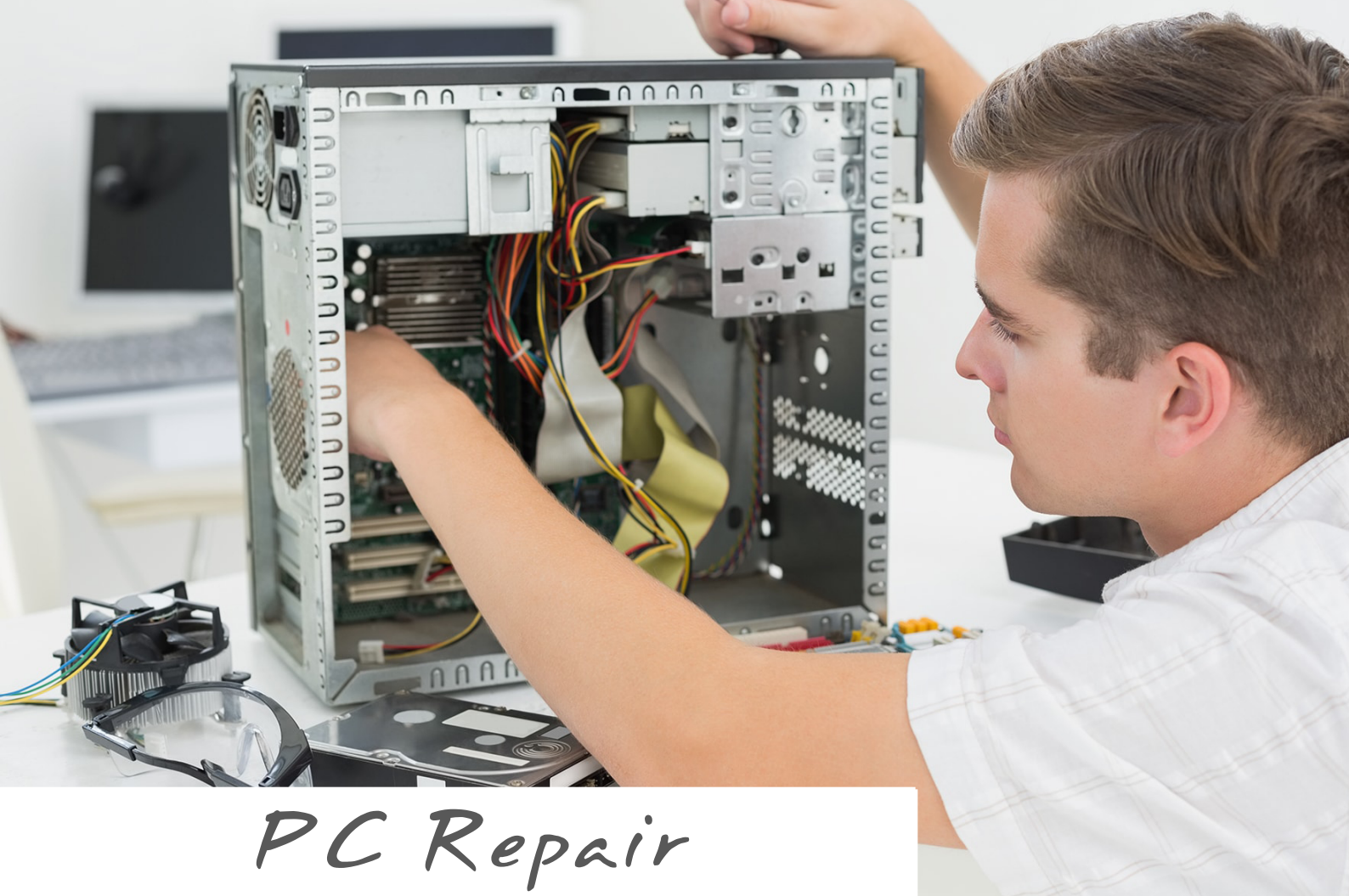
We are able to sometimes catch problems before they happen. We have advanced monitoring software which will flag any issues affecting your DC or stand-alone server. Things like a failing RAID or replication errors, are some of the things that can be picked up at an early stage. We can then tackle the problem, before it is able to bring the entire network to a halt. This advance setup, helps us to keep your network consistent.



Backups & tolerance

We monitor

It is one of the most vital but forgotten necessary practice to put in place when wanting consistency. Creating backups, not only for the database but also your hardware is very essential for keeping your network infrastructure, running consistently. Just imagine your network is running off of one server and the HDD, or RAID (server type) fails holding the Active directory, roles and features. All the data will be lost due to a hardware issue. It is important to have one spare of all being used in your network



PC Repair

We visit

It is very common for an end user to encounter problems with their PC. The most common is a HDD or memory failure. Sometimes it is necessary to change parts on a machine in order to get it going again. We will always try to resolve on-site first. If this is not possible we would then attempt to repair on our bench if the problem requires more attention. If this gets taken to the bench it could take up to 14 days or more especially if extra parts need to be ordered.



IT resource solution

Call us

We provide consulting and integration to help organizations make strategic decisions and systems integrations. Technical consulting services are one specific type of service that falls under the overall consulting services umbrella. Technical consulting services provide guidance and expertise on the application of technology. This can include selecting or designing new technology, redesigning existing technology, migrating existing technology to a new environment, or integrating new technology into existing technology. Examples of technical consulting services specific to data center services might include selecting a new data center location, consolidation, virtualization, automation, redesigning data centers for cloud computing, implementing storage arrays, or incorporating offsite storage services into an existing network.



Data center

I.T. SUPPORT ENGINEERS

Call us

Data center services encompass all of the services and facility-related components or activities that support the implementation, maintenance, operation, and enhancement of a data center, which is an environment that provides processing, storage, networking, management and the distribution of data within an enterprise. Generally, data center services fall into two categories: of what we provide 1. services provided to a data center or 2. services provided from our partner data center.

THANK YOU FOR JOINING



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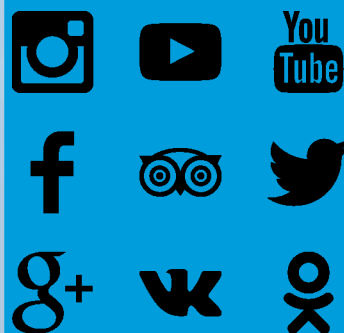
www.123line.co.uk/submit-ticket/



We would like to thank you for joining or considering us as one of your options. We will do our very best to make sure you have everything in place, to keep your business thriving with minimum downtime and disruption. We know and understand, that having consistency of a running network is vital to the success of maintaining a healthy business. We will take all of this into consideration before your network planning and prevention planning has been finalised. You will have a main engineer assigned to your business, on call, to help with this transition.

LIKE WHAT WE
DO SIGN UP TO
OUR SOCIAL
MEDIA,

INTERACT WITH
US ON A MORE
PERSONAL LEVEL



JUNIPER
NETWORKS

DrayTek



THANK YOU FOR JOINING

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www.123line.co.uk/manage

Please sign and return this agreement, if it has been posted to you. We will send you a copy of your final contract after the on-boarding process has been completed. This will act as proof, before any work can be carried out.

Return the service agreement to:
2 Leswin Place ,London, N16 7NJ

Sign _____

Print _____

Date _____

123Line _____

*Bank account
SterlingBank*

123LINE LIMITED

Account number:

97907996

Sort code:

60-83-71



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NETWORKS

