

Gold Support Plan

Computer Maintenance & Support



The Gold Business Support Plan is for customers that are looking for a total IT solution. Eserve acts as your very own internal IT department, providing all the services you would expect of an IT department. Gold Support is peace of mind.

For a fixed annual fee (depending on the size and complexity of your network), we can take responsibility for ALL your IT requirements. Any faults in the network can be resolved for no extra charge. We can also include services such as adding or moving users, changing passwords, or setting up equipment. Determining what is included and what isn't is completely up to you — let us know what you would like us to include in your Gold Support, and we will tailor the package to your requirements.



Services

- Bronze Support
- Silver Support
- Gold Support
- Pricing Plans

- Anti-virus Protection
- Remote Back-ups
- Web Hosting
- Wifi / Wireless Networks
- VOIP
- Hardware Sales



Unlimited free technical support for all items listed in the Gold Support Agreement

A fixed annual fee

Regular maintenance and IT management schedules

A single point of contact within Eserve.it to work on your network

Access to helpdesk support online 24/7

30% saving on all our service fees (for any work that falls outside the Gold Support Agreement)

Summary Terms & Conditions

In order for you to qualify for a Gold Support Plan, we will need to distribute a "network satisfaction" survey to your staff, and collect the results, perform an audit of your network, documenting its configuration into our database.

If your network is currently in a state of confusion, we will first need to "stabilize" it — this means any Internet connection, Email systems and security/backup issues need to be examined or addressed before we can begin Gold Support.

