



THE PC SUPPORT GROUP™
Technology on your side

BusinessCARE service contract

**Protect
and empower
your business
with a BusinessCARE
service contract**

Why take out a BusinessCARE service contract with The PC Support Group?

The PC Support Group’s award-winning, low cost services are protecting and empowering hundreds of businesses around the UK every day. Our customers outsource their IT systems and support requirements to us, through a BusinessCARE service contract, because they receive:

- A **reliable, flexible and agile service** that enables them to concentrate on their own business
- Guidance on all aspects of IT **to make the most of their equipment and systems**
- A **fast response** from **highly skilled, proactive people** who understand the importance of business continuity
- Advice and assistance in Plain English not IT jargon to **ensure clear communications**
- A great service **at a fraction of the cost** of providing in-house IT support
- Information about **new IT developments** that can benefit them – and their customers too.

How are we different from – and better than – other IT support service providers?

The PC Support Group has won various awards over the years for service quality and in 2012 was named as one of the top 50 managed IT service providers across Europe, the Middle East and Africa¹. This table summarises how a BusinessCARE contract from The PC Support Group **is so much better** than a typical IT support contract – and why we continue to win awards for the quality of our service:

	BusinessCARE from The PC Support Group	Typical IT support contract
Rolling monthly contract with no tie-in period	✓	Minimum 12 month commitment
Unlimited telephone support	✓	Package dependent
Unlimited remote support	✓	Package dependent
On-site visits	✓	✗ – often an extra cost
Regular pro-active maintenance	✓	✗
24/7 monitoring	✓	✗ – often an extra cost or not available
Local dedicated IT manager	✓	✗
Help and advice	✓	✗ – often an extra cost
Award winning service	✓	✗
Managed anti-virus	Optional	✗
Managed backup	Optional	✗

1. MSP Mentor, a global managed service rating organisation.

Which BusinessCARE contract would suit you best?

We have BusinessCARE service contracts available to suit a wide range of small and medium sized businesses. At the heart of these services is a regular, comprehensive housekeeping and maintenance process, carried out remotely and securely, constantly monitoring for potential problems and helping to prevent them. All of our contracts are on a flexible, monthly basis – and all include unlimited telephone and remote support.²

The table below summarises our main contracts for businesses with up to 10PCs, the main services included and prices.

For larger businesses we also offer **BusinessCARE Corporate, a bespoke service for organisations with more than 10PCs** that can be tailored to meet specific needs. Prices depend on the exact requirements but start from less than £60 for a basic file server and all inclusive PC support for £19.97 per PC, per calendar month or less. If you would like to discuss your organisation's requirements, please get in touch and we will ensure that our service contract meets your needs precisely.

	BusinessCARE One	BusinessCARE Standard	BusinessCARE Plus
	Available for 1 PC	Available for 2 to 4 PCs	Available for 5 to 10 PCs
On-site visits included	Includes 1 on-site visit per year	Includes up to 3 on-site visits per year	Includes up to 5 on-site visits per year
Weekly removal of unnecessary temporary files that can choke your system	✓	✓	✓
Weekly tests to check for early warning signs of problems	✓	✓	✓
Regularly ensure the latest software updates are applied to your system to reduce failures and security problems in the future	✓	✓	✓
Regularly organise your disk drive to prevent your computers from slowing down over time	✓	✓	✓
Access to our technical support to resolve any problems. Includes telephone help and instant remote support between 8:30AM and 7:00PM weekdays and 10:00AM to 5:00PM on Saturdays	✓	✓	✓
Support for printers and scanners included	✓	✓	✓
Managed anti-virus	Optional extra	Optional extra	Optional extra
Managed Backup	Optional extra	Optional extra	Optional extra
Additional Information	Additional on-site visits cost £45 for first half hour then £30 per additional half hour. No fix No fee	Additional on-site visits cost £45 for first half hour then £30 per additional half hour. No fix No fee	Additional on-site visits cost £45 for first half hour then £30 per additional half hour. No fix No fee
Cost per PC per calendar month	£23.50	£23.00	£19.97

All prices are plus VAT.

² In addition to these contracts we have an entry level product called Low Start offering a weekly clean up and a discount on other support services. Please ask for further details.

Additional services

We also have a range of other complimentary services to keep your business secure and your IT fully operational and up to date. These include cloud-based systems, managed backup systems, anti-virus, anti-spam and other IT security services too.

Wherever you are in the UK, you're never far away from The PC Support Group. Our services are delivered by our engineers from offices local to you, supported from our national headquarters.

What next?

To discuss your needs and to identify which BusinessCARE contract would be best for your business **call us on 0845 2233116 or email us at info@pcsupportgroup.com**

For more information – and to see what our customers say about our services – **go to www.pcsupportgroup.com**

