Fast and Easy Computers

IT Support based in Stockport

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Comparison of Support Packages

Below is a comparison list of the free services included with each business support plan.

Support	Remote	Extended	Complete
Unlimited remote phone support (business hours).	✓	✓	✓
Unlimited support via remote login (business hours).	✓	✓	✓
Help with tablet and phone setup, including data and email access	✓	✓	✓
IT advice via email or phone, including on security and GDPR.	✓	✓	✓
Assistance with cloud services, including Office365 + Teams.	✓	✓	✓
Assistance with home working setups.	✓	✓	✓
Guaranteed tiered response times		✓	✓
Out of hours emergency support			✓
Security	**Remote**	**Extended**	**Complete**
Windows and application patch management.	✓	✓	✓
PC hardware and software monitoring.	✓	✓	✓
Anti-virus security monitoring (i.e. is it working).	✓	✓	✓
Managed business class anti-virus + DNS protection.	✓	✓	✓
Cloud server level, extended spam and phishing protection.			✓
Management	**Remote**	**Extended**	**Complete**
Technical and budget reviews and planning via Zoom or Teams.		✓	✓
Virtual CIO role (we sit in on your meetings giving advice/reports).			✓
Security incident management i.e. fraud, hacking investigation.			✓
File and Permission systems planning			✓
Asset management reporting			✓

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Training	Remote	Extended	Complete
User on-boarding	✅	✅	✅
End user training.			✅
Security awareness training.			✅

Services	Remote	Extended	Complete
On-going machine servicing and optimisation.	✅	✅	✅
Changes, additions, moves and removal of users.	✅	✅	✅
Managed Microsoft (office) 365 cloud, email and storage.		✅	✅
Microsoft (office) 365 standard desktop licenses (for 5 devices).		✅	✅
Automatic cloud to cloud, data, email, contacts backup.		✅	✅
Backup monitoring.		✅	✅
Monthly human backup recovery testing.		✅	✅
Emergency loan machines.		✅	✅
Free of charge onsite callouts when remote won't do.			✅

	Remote	Extended	Complete
Monthly price per user with 1 PC/MAC each month excluding VAT	**£17.50**	**£40**	**£75**
Discounted yearly price per user with 1 PC/MAC each year excluding VAT	**£192.50**	**£432**	**£750**
Extra PC/MAC/Laptop monitored for same user (monthly)	£8.75	£10	£10
Discounted Extra PC/MAC/Laptop monitored for same user (yearly)	£96.25	£100	£100

Specific items can be added to a plan on an ad-hoc basis (e.g. office and cloud-cloud backup for a remote plan). Please contact us for details.

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Optional extras: (all prices below excludeVAT)

Onsite SLA:
Onsite callout within a specified time window (SLA).
      By end of next day onsite callout £50+VAT
      Within 4 business hours onsite callout £100+VAT

Servers:
Server monitoring and maintenance (on-premise or in-cloud)   £100+VAT/server/month.

Network infrastructure:
We include basic network cover as standard, however larger installations with multiple switches and access points are charged at £60/month

Email signatures
Multiple device, company wide email signatures to one or more fixed templates, Each email from whatever device has the same authorised company template signature. £2 user/month

Security awareness campaigns and simulated phishing
Simulated phishing and staff security awareness training £120+VAT (one off presentation, included in complete plans) then £1.50/user/month

Password Management
Across all devices password management £4/user

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