



CYBER'S BUSINESS I.T MAINTENANCE CONTRACT



CYBER COMPUTERS

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INTRODUCTION

Cyber Computers are authorised suppliers of PC's, Laptop, Peripherals & Software.

Cyber Computers is an I.T service & solutions company specialising in the provision of infrastructure & support service to all small to medium sized businesses across Greater Manchester & surrounding areas.

Based in the Northwest of UK, Cyber Computers are the outsource of all I. T. services within the UK. Cyber Computers have a talented & dynamic computer service team, ranging from designers, analysts, engineers & consultants, together providing you with everything an I. T. department provides a major corporation for a fraction of the cost. Our aim is always "strive to exceed your expectations".

Cyber Computers staff have been providing experienced & expert computer solutions since 2002 with the aim of bringing a high level of I.T. support to the Small-to-Medium Businesses, a level of service & expertise historically only enjoyed by the bigger players in the corporate sector.

Cyber Computers understand that excellent I.T. solutions are the key to the survival & the day-to-day operations of most companies as the need to cut running costs. Cyber Computers offers a portfolio of I.T. support services designed for the SME market that enable a business to expand IT solutions with confidence & without a prohibitive cost.

Each service is tailored to the individual customer & offers the services & expertise required to outsource your I.T. requirements or run along side your own in-house I.T. department. The support & in particular the consultancy offered is vendor independent & it is the goal of Cyber Computers to help your company grow, without having to worry about your I.T problems.

Please browse the services offered to empower your employee's & open your business to new opportunities. It could be as basic as a web site design and implementation or the complete / partial outsourcing of your in-house I.T. services to expand or aid the current department.



CYBER'S ELITE SERVICES

We aim to provide a complete range of computer related services. We can resolve software problems, remove viruses or spyware and supply and install new hardware components - either repairs or upgrades. We build new custom-built PC systems to order and can provide network installation and maintenance. Some examples of our many services are shown below. If the service you need is not included, please ask us - we are here to help and the chances are that we have done the job before for another business firm.

PC CRASHING OR FREEZING

Is your computer crashing or freezing in the middle of your office application or favourite game? Perhaps a hardware conflict is causing the problem, software has become corrupt or possibly the drivers for the graphics card need updating - whatever the problem, we have engineers ready to help.

SOFTWARE PROBLEMS

Are you having problems installing certain software or perhaps you have installed software, which has had unexpected side effects or caused conflicts with existing installed software? We can help with your software problems.

INTERNET PROBLEMS

We would be happy to install your modem, set up or configure an ADSL (broadband) connection or help with any Internet or e-mail problems you may be having.

HARDWARE FAILURES & UPGRADES

We install processors, memory, motherboards, hard drives, power supplies, graphics and sound cards, modems, CD/DVD drives, floppy drives, etc. We can supply replace, upgrade components, or install components, which you have bought. We also build new custom-built PC systems to order

PC NOT BOOTING

Your computer will not boot, there are error messages (blue screens) or it will only boot in 'Safe Mode'. These are common problems and our engineers are experienced in identifying the source of the problem and in restoring your computer system to perfect health.

NETWORK MAINTENANCE

Our engineers are experienced in the design, installation & configuration of networks (both peer-to-peer and server based) and in troubleshooting a wide variety of network and server related problems.

VIRUS / SPYWARE ATTACK

Virus and spy ware attacks are becoming more frequent and more serious. They can be amongst the hardest computer problems to deal with. You will need professional help to clear the virus and to repair the damage it may have done to your system.



SUPPORT CONTRACT

KEY BENEFITS OF A SUPPORT CONTRACT WITH CYBER COMPUTERS

Preventative maintenance to detect and deal with issues before they become business impacting problems.
Customer support when you need it via telephone, email or engineer site visit.

- Fast response to high business impact problems
- Low impact problems are dealt with in a timely and cost effective manner
- Flexible support hours, designed to minimise business disruption
- Support contract tailored to suit your individual business requirements

PREVENTION IS BETTER THAN CURE

At Cyber Computers we believe that “prevention is better than cure” when it comes to your business IT systems. Instead of reacting to fix a problem if your IT systems fails (and subsequent business disruption that results) it is often possible to detect potential issues at an early stage and take remedial action, before they develop into business impacting problems.

During each scheduled visit our engineers will carry out a variety of checks and tests in order to detect such issues, and will take the necessary steps to resolve them. We call this preventative maintenance (a little like servicing your car) and it forms one of the essential elements of our business support contracts.

HIGH IMPACT PROBLEMS

Of course not every issue can be detected and resolved at an early stage, and if the worst happens and your business experiences a serious problem you can be assured that Cyber Computers will respond in a timely manner. If the problem cannot be readily resolved via telephone or online support, an engineer will be despatched to your site to deal with the problem “hands on”.

LOW IMPACT PROBLEMS & ROUTINE ADMINISTRATION

Not all I.T problems require immediate attention, for example if a desktop computer fails (but there is spare available to use) there may be little or no immediate business impact. In order to minimise the number of support hours utilised we may sometimes suggest that low impact problems are dealt with during the next routine engineer visit, although ultimately the decision is yours to make.

TAILORED SUPPORT CONTRACTS

At Cyber Computers we do not offer a ‘generic’ support contract as we recognise that different businesses have different support requirements. Through discussion with yourselves we aim to develop a ‘custom’ support contract which matches your business needs

WEBSITES

We are able to offer a complete web development / design service for businesses not already on the internet and looking to establish a web presence for the first time, while existing web sites can be managed and updated / enhanced by Cyber Computers at your request.

WHY CHOOSE CYBER?

Keeping your office running in this day an age depends on your computers & network doing their job 24/7. Down time costs you money!

YOUR BUSINESS NEEDS:

Telephone Assistance

Our help desk can provide you & your staff with support on many issues they may encounter during the working day. A quick phone call can sometimes prevent an office hours of none productivity.

Remote Control PC Assistance

Many number of computer problems do not necessarily mean an engineer has to call out. Remote control access can save you money on callout charges as well as providing immediate response. Providing our team with remote access to every PC in your office means your business has in effect its own I. T. department.

One Hour Call out Response Time

Should a visit to your office be necessary, your business needs to be up & running A.S.A.P. This down time costs you money. Cyber Computers Services can provide one hour response time to minimize this down time.

Greater Manchester Callout Service

Providing a callout service throughout Greater Manchester, whether your needs are telephone support or a complete service package, service contracts are tailored to your business.

All the above services can be provided under a yearly service contract or simply on a none contract month to month basis.

Should your business only have 1 or 2 PC's & you feel you're not large enough for a full Computer Service Contract you would benefit from our PC Repair Service, still give us a call.



CYBER'S MAINTENANCE PACKAGES & PRICES

Cyber Computers understand and recognise that suitable I.T solutions are the key to survival & day to day running's of companies which need to keep costs low.

Any large organisation tends to have an internal I.T person employed, but for companies who cannot fit this into their budget **we are the next best thing!**

Each service the cyber team offer is tailored to the individual customer & offers the service and expertise required to outsource your I.T requirements.

We have designed 3 different 12 month contracts which may suit the needs of your company:

OPTION 1 - £69.99 monthly contract receiving 3 technical onsite callouts designed for businesses with 2 or 3 computers with basic I.T use.

OPTION 2 - £99.99 monthly contract receiving 8 technical onsite callouts designed for businesses with 4-8 computers and also complex applications.

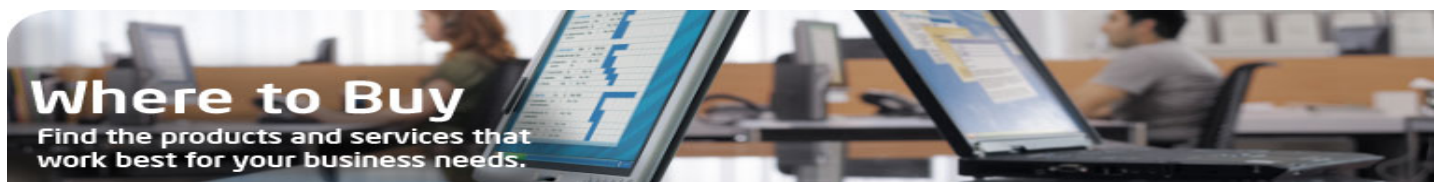
OPTION 3 - £149.99 monthly contract receiving 12 technical onsite callouts designed for businesses with network systems and multiple applications.

The usual cost for a callout from any other I.T company across Greater Manchester is £60 plus vat, per hour. For any customers who are not on 'our' contract we charge £35 per hour plus vat, but for those who are on our contract, we have further reduced the price within the contract, an is £25 plus vat per hour.

This gives you a saving of over **£180** each month, and a massive saving of over **£2160** per year.

WHAT OTHER BENEFITS DO YOU RECIEVE IN SIGNING UP:

- ALL LABOUR AND INSTALLATIONS NEEDED COMPLETELY FREE
- 10% OFF ON ALL PARTS
- A REPLACEMENT LAPTOP IF WE NEED TO TAKE A MACHINE AWAY FOR REPAIR
- FULL I.T SUPPORT OVER THE PHONE WITH ONE OF OUR EXPERIENCED TECHNICIANS
- A GUARANTEE TO BE AT YOUR BUSINESS WITHIN 30MIN-2 HOURS
- A JARGON FREE RELATIONSHIP, & ALL PROBLEMS FULLY EXPLAINED





“All your I.T & Computer needs, under one roof”

TERMS & CONDITIONS

1.0 Maintenance and Payment Terms

1.1 Subject to provisions of clause 1.1 below, the customer will accept the maintenance service for the period specified in the signed contract agreement.

1.2 If the customer does not pay the maintenance charge on the date specified, the provider may suspend the contract until payment is made

1.3 The customer will pay to the service provider the specified fee and all other necessary charges (hardware and software parts), which fall due under this agreement of the amounts and at the times specified in the schedule, VAT and any other taxes, duties or levies will be paid automatically by the customer at the then prevailing rate.

1.4 All sums due under this agreement will be paid by the customer within 30 days of the date of receipt of invoice or on the due date for payment specified in the contract schedule.

1.5 If any sum payable to the contract supplier under this agreement is in arrears for more than 5 days after the due date:-

1.6 The contract supplier reserves the right without prejudice to any other right or remedy to charge interest on such overdue sum on a day to day basis from the original due date until paid in full at a rate of 3% above NatWest plc base lending rate in force from time to time; and

1.7 The service contract will cease to operate until payment is made.

1.8 The customer will notify the contract supplier in writing within 5 days of receipt of any invoice if the customer considers such invoice incorrect or invalid for any reason and the reasons for withholding payment failing which the customer will raise no objection to any such invoice and will make full payment in accordance with it.

1.9 The customer has a set number of free hours determined depending which contract option they have taken, an hour will be taken each time an appointment is made, after sixty minutes from the arrival of the contract suppliers a second hour shall be taken, if the job is completed within less than sixty minutes an hour is still taken and cannot be redeemed, the spare minutes cannot be rolled over.

2.0 Confidentiality

The contract supplier undertakes to treat as confidential and keep secret all information contained in or otherwise received from the customer.

3.0 Defects Warranty

3.1 The contract suppliers warrant that any services carried out or hardware/software used on the customers equipment will provide the facilities and functions necessary and expected.

3.2 The contract suppliers obligation and the customers exclusive remedy under the contract warranty is limited to the contracts suppliers at its own expense using all reasonable endeavours to rectify any non-conformance with the warranty by repair within a reasonable period of time.

3.3 If a problem is found upon investigation not to be the contract supplier’s responsibility under the provisions of this clause, the contract supplier may charge the customer immediately for all reasonable costs and expenses incurred by the contract supplier in the course of or in consequence of such investigation.

4.0 Termination

4.1 The Contract customer may terminate the contract at any time by written notice to the contract supplier,
If the customer

4.2 Expressly or impliedly repudiates this agreement by refusing or threatening to refuse to comply with any of the provisions of this agreement; or

4.3 Fails to comply with any of the provisions of this agreement and (in the case of failure capable of being remedied) does not rectify such non-compliance within 14 working days of the contract suppliers written notice of it; or

4.4 Convenes any meeting of creditors or passes a resolution for winding up or suffers a petition for winding up; or

4.5 Has an administrative receiver or receiver appointed over the hole or part of its assets or suffers the appointment of an administrator; or

4.6 Being an individual commits any act of bankruptcy or compounds with his creditors or comes to any arrangements with any creditors;

4.7 Then (and in any such case) the contract supplier may, without any prejudice to any other of its rights or remedies and without being liable to the customer for any loss or damage which may be occasioned, give written notice to the customer terminating this agreement with immediate effect.

4.8 All contracts are for a minimum of 12 months, terminating the contract early still requires full payment each month for the remaining months.

5.0 Notices

5.1 All notices which are required to be given under this agreement will be in writing and will be sent to the address of the recipient which is clearly shown on the contract. Any such notice will be delivered personally by first class pre-paid letter or facsimile transmission and will be deemed to have been received.

I..... Have Read and Understood the Terms & Conditions, and I Agree to be Bound by these Terms & Conditions above.

Signature Date