

Need Cost Effective IT Support?

**WE'LL CUT
YOUR
CURRENT IT
SUPPORT
CONTRACT
PRICE BY 15%**
*ON A LIKE FOR LIKE BASIS

A SIMPLE APPROACH TO IT OFFERING YOU:

- » *REDUCED COSTS*
- » *FIRST RATE SERVICE*
- » *EXPERT TECHNICIANS*
- » *INCREASED EFFICIENCY*
- » *24 / 7 FAULT REPORTING*
- » *REMOTE & ON SITE SUPPORT*
- » *PARTNERSHIPS WITH HARDWARE SUPPLIERS*

**CALL NOW
FOR A FREE
TECHNICAL
IT AUDIT**

Complete Solutions for your IT

CALL 0845 2700 484

or visit www.digital-ip.com



The Telecommunications and IT Specialists

Microsoft®
GOLD CERTIFIED
Partner

2009
Preferred Partner



Specialist Support Contracts for your IT Infrastructure

Digital IP are one of the UK's leading Telecommunication and IT Specialists, offering a complete range of products and services embracing the latest in communication technology. With over 20 year's experience, Digital IP provide innovative solutions to companies across all business sectors in the UK. As a Microsoft Gold Partner, our expertise combined with our commitment to customer satisfaction allow us to provide Specialist Support Solutions for your IT infrastructure.

We offer our clients a **Free Technical Audit** which gives you a complete overview of your current network; it's strengths, short-falls and possible upgrade opportunities to allow your business to become more efficient and save you time and money. It also allows us to recommend a support package that is the best fit for your business.

SmartSupport from Digital IP can manage your entire network, either by supporting your existing IT manager or by providing a fully integrated managed service. We believe that every customer deserves the same high level of support, so the flexibility of our support and service contracts allows you to utilise as much or as little of the service as you need.

Digital IP use the most up to date proactive software to monitor your network; HoundDog Technology alerts our technicians to problems *before* they become disasters, meaning they can be fixed before our customers even know about them. **Unlike other IT support companies, our network monitoring service is included with every support contract at no additional cost.**

"Digital IP go the extra mile to help their customers. I would recommend them without reservation."

Iain McClure, Barr & Wray Ltd, Glasgow



SMARTSUPPORT	REMOTE	REMOTE PLUS	ONSITE IT MANAGER	VIRTUAL IT MANAGER
Unlimited access to telephone helpdesk	✓	✓	✓	✓
Remote access for engineers to identify and resolve problems	✓	✓	✓	✓
Guaranteed response times	✓	✓	✓	✓
Vendor management	✓	✓	✓	✓
Pro-active monitoring	✓	✓	✓	✓
Up to 10 hours on-site engineer support		✓		✓
On-site engineer support (as and when required)			✓	✓
On-site support for critical issues		✓ 8 HOURS	✓ 4 HOURS	✓ 2 HOURS
Scheduled site visits				✓
Quarterly review and strategy meetings				✓
Advice and guidance by named IT manager				✓



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