



ZEDSUPPORT^{ONE}

IT
Department
Plus, Extra & Pro



All the benefits of your own IT department at a fraction of the cost.

With Zed One's IT Department service, you decide the level of IT support your company needs. We offer a choice of three affordable fixed cost plans, and whichever one you choose, it will live up to its name.

Just like a really good in-house IT Department, we take over all responsibility for the smooth running of all your systems, so you don't have to worry about them.

You also don't have to worry about all the associated costs of hiring and managing staff or arranging out-of-hours cover. And Zed One's IT Department is 100% scalable, so it takes care of your future needs as well as your current ones.

Which IT Department Plan is right for your company?

There are three IT Department plans to choose from. Which one is best for your company will depend on how large or small your business is, how reliant it is on IT, to what extent you want your IT costs fixed in advance and how much proactive monitoring and maintenance you would like to be included. You can also add Zed Blocks enhanced care to any of the plans to provide cost-effective extra cover for out of hours and on-site support.

IT Department *Plus*

...is for small businesses that want to concentrate on growing their business rather than worrying about IT. In return for a fixed monthly fee, IT Department gives you:

- ◆ **Support for all your IT infrastructure by qualified IT professionals.**
- ◆ **Unlimited remote/telephone support in office hours (Mon-Fri 9am – 6pm).**
- ◆ **Guaranteed fast response times.** For business-critical problems such as server/network failures, email down or loss of internet connectivity, we usually respond immediately and guarantee a response within 15 minutes. For everything else we guarantee a response within 2 hours.
- ◆ **Daily server monitoring.** Servers lie at the heart of your IT network, so we perform a daily 'health check' to detect and prevent problems before they become critical.
- ◆ **Daily backup monitoring and alerting.** Giving you peace of mind that your vital data has been successfully backed-up.
- ◆ **Dedicated Account Manager.** Your account manager does everything that a really good in-house IT manager would do, reviewing your systems and giving expert jargon-free advice on how they affect your business operations.

IT Department *Extra*

...is for small to medium sized businesses that are highly reliant on their IT but want to avoid the cost and management headache of running their own internal IT function. Hence they still want an outsourced IT support service but one with extra proactive monitoring built in to maximise uptime.



IT Department Extra gives you all the benefits of IT Department Plus, and:

- ◆ **Email protection.** Comprehensive and accurate spam filtering and virus protection improves the efficiency of both employees and your IT network. We identify threats and quarantine them before they reach your network/mail server.

Key benefits of all IT Department Plans

- No internal IT expertise needed
- Cost effective IT support and maintenance
- Unlimited remote support during office hours/extended office hours
- Predictable fixed monthly costs for your expected IT needs
- 24/7/365 Out of hours & On-Site cover for your unexpected needs*
- Guaranteed fast response times
- Quick & easy scalability
- Pro-active health checks to prevent problems occurring
- Prolonged system life
- Increased IT efficiency
- Reduced total ownership costs

* With Zed Blocks optional enhanced care

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- ◆ **Server and Workstation patching/updates.** We will install the latest service patches and software patches on your servers and workstations, keeping them secure and efficient.
 - ◆ **Continuous 24/7/365 monitoring of your entire IT infrastructure.** As well as the daily server health check, we will proactively monitor your entire system, nipping problems in the bud, maximising uptime and improving efficiency.
 - ◆ **3rd Party Vendor Management.** We can remove the stress, hassle and complexity of dealing with multiple IT vendors by managing them on your behalf.
 - ◆ **Quarterly Account Reviews.** Your account manager will review all your system reports and advise you on what they mean for your business.

IT Department Pro

...is for medium sized businesses that want all their expected IT needs taken care of, including out of hours help, on-site visits and scheduled maintenance, in return for a fixed monthly fee. They have probably considered having their own in-house IT department but decided that a Zed One IT Department plan will be more cost effective and require less management.

IT Department Pro gives you all the benefits of IT Department Extra, plus:

- ◆ **Unlimited remote/telephone support extended hours up to 10pm.**
- ◆ **8 hours per month onsite support at your premises.**
- ◆ **Scheduled maintenance & housekeeping.** We will carry out the routine maintenance to keep your system secure and efficient.
- ◆ **Automatic 24/7/365 Monitoring, Diagnosis & Fix.** We won't just continuously monitor your system 24/7/365 we will automatically fix it too.
- ◆ **Monthly IT Reviews.** Your account manager will review all your system reports and advise you on what they mean for your business.
- ◆ **Free Access to IT Strategy expertise.** You will have direct access to our technical director who can advise on IT strategy, budgeting and operational issues.

Creating the perfect IT support package for your business

Having selected the IT Department plan which is best suited to your expected IT needs and your budget, you can then enhance it with Zed Blocks IT Support Time. This gives you peace of mind that you are still covered for out of hours and on-site support *just in case the unexpected happens.*

We take care of all your IT

Our support covers:

- Servers
- Networks
- Connectivity
- Email
- VoIP telephony
- Desktops
- Laptops
- Mobile devices



No monthly support plan can cover all your unforeseen IT emergencies – but Zed Blocks can

No matter how carefully you maintain your IT systems, they can still be affected by Murphy's Law: what can go wrong, will go wrong – and often at the most unexpected times.

Fortunately all our IT Department Plans can be enhanced with Zed Blocks to make sure there are no gaps in your IT support.

Zed Blocks are prepaid blocks of IT support time that cover onsite and remote work, 24 hours a day, 7 days a week, 365 days a year. They never expire and you don't have to specify in advance what they will be used for. They guarantee an immediate response to IT emergencies whenever they occur - within 15 minutes for remote support and within 2 hours for onsite (depending on location).

In short, they are the ideal safety net for when the unexpected happens.

Why Zed Blocks offer the most cost-effective out of hours and on-site support

Emergencies can happen at any time, but they don't happen all the time. Most of our competitors' IT support contracts don't recognise this. They either don't provide genuine, 24/7/365, on-site and off-site cover comparable to an IT Department plan enhanced with Zed Blocks; or if they do, they make you pay extra every month for this additional support, even though you will rarely use it.

Zed Blocks are different. You only use them when you need them. This means that when your IT is working, you don't have to pay anything extra.

But when something goes wrong, you're not only always covered but covered by an SLA with pre-agreed charges. So whilst your IT emergency might still be an unexpected surprise, the bill for fixing it never is.

The Zed One difference: excellent personalised service that's just as good as the best internal IT department

Zed One's IT Department plans might only cost a fraction of an in-house department, but this doesn't mean the service is in anyway inferior.

If you had your own IT Department you would expect it to be run by someone who understands your business and whom you can hold to account for its performance. That's why all our IT Department Plans are supervised by a dedicated Account Manager who will regularly come and visit you at your premises.

Our performance standards are also backed up by tough, business-minded SLAs. For instance our fastest guaranteed urgent response time (within 15 minutes) is twice as fast as what most of our competitors are prepared to guarantee.

Does my business need Zed Blocks as well as an IT Department Plan?

Most companies save money by combining their IT Department plan with Zed Blocks. Their IT Department plan takes care of all their expected IT requirements for an affordable fixed monthly fee, while their Zed Blocks are held in reserve, in case things don't go according to plan.

You can, however, just buy Zed Blocks. It's rather like having a pay-as-you-go mobile phone tariff, which you can top up whenever you need to. This arrangement tends to suit companies that don't want to be tied to an annual contract, or have very unpredictable IT requirements, or expect to need our help very infrequently (perhaps because they have some internal IT capability).

IT Department Plan comparison summary

Please note that none of our IT Department plans are fixed in stone. If you need a specially tailored solution to take care of your company's individual needs, please call us on 020 3326 0222.

What you get with IT Department Support from Zed One	IT Department Plus	IT Department Extra	IT Department Pro
Support			
Account Manager	Included	Included	Included
Telephone, eMail & Web Access To IT HelpDesk	Included	Included	Included
Unlimited Remote Support (Business Hours)	Included	Included	Included
Unlimited Onsite Support (Business Hours)	Optional With Zed Blocks Add On	Included Up to 4 Hours Per Month	Included Up to 8 Hours Per Month
Monitoring & Maintenance			
Daily Server Health Check	Included	Included	Included
Daily BackUP Check & Alerting	Included	Included	Included
Patch Management of Workstations	Optional	Included	Included
Patch Management of Servers	Optional	Included	Included
Full Proactive Monitoring Service Diagnose & Fix	Optional	Included	Included
Additional Services			
Scheduled Site Visits (Business Hours)	Optional Up to x Hours Per Month	Included Up to 4 Hours Per Month	Included Up to 8 Hours Per Month
Workstation / Server / Network Loan Hardware	Optional With Zed Blocks Add On	Optional	Included
Workstation Full Reload (Business Hours)	Optional With Zed Blocks Add On	Included	Included
Server Full Reload (Business Hours)	Optional With Zed Blocks Add On	Optional With Zed Blocks Add On	Included
Quarterly Account Management Meetings	Optional With Zed Blocks Add On	Included	Included
Onsite Response Times			
2 Hour Response	Optional High Priority Included	Included	Included
4 Hour Response	Optional Medium Priority Included	Included	Included
8 Hour Response	Optional Low Priority Included	Included	Included
Support Hours Availability			
Business Hours: 09:00 – 18:00 Monday – Friday	Included	Included	Included
Extended Hours: 18:00 – 22:00 Monday – Friday	Optional With Zed Blocks Add On	Optional With Zed Blocks Add On	Included
Out Of Hours: 22:00 – 09:00 Monday – Friday, Weekends & Bank Holidays	Optional With Zed Blocks Add On	Optional With Zed Blocks Add On	Optional With Zed Blocks Add On



A range of services to take care of all your business IT requirements

This is just one of the many IT services we provide including cloud computing, on-premise solutions, connectivity, IT support, telephony, office IT moves and hardware/software supply configuration and installation.

For information about individual services, or how we could provide a one-stop solution for all your IT needs, please call us, send us an email or request a call back via our website.

Expert help and advice is only a phone call away

We are business IT experts so you don't have to be. If you're unsure what your business needs, give us a call for some expert free advice.

We've probably advised dozens of organisations in similar circumstances. We are not tied to any suppliers or committed to only one type of solution. And we are ready and willing to help.

What kind of companies choose IT Department?

IT Department will suit any company that wants its IT problems resolved by professionals at a very competitive rate. But the following are likely to find it particularly useful.

- Companies that regard IT, Internet and email as a business-critical function.
- Companies that do not want the cost and management time of In House IT support.
- Companies that need 24/7/365 cover for emergencies.
- Companies that want to fix their IT costs as much as possible in advance.
- Companies that want the headache of managing IT problems permanently removed.

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