



SOUNDNETWORKS

Strattons House
Strattons Walk
Melksham
Wiltshire
SN12 6JL
01225 701650

Documentation

IT Support Packages

Small Business Package

As well as all of the benefits offered by the essentials package, we go that bit further with our small business package. Here we start doing a few more jobs in the background for you and keeping an even closer eye on things, particularly where backups and patching are concerned. As your business grows further, it is essential to keep on top of regular maintenance tasks. With the Small Business package, we also start to offer managed power. This means that we are able to power cycle devices such as network switches, routers, firewalls and printers remotely. This could save an onsite visit or you having to find a device in your building which needs a restart.

We have an established structure to enable us to do this on your behalf and make sure that things don't get out of hand. New starters and leavers can easily become time consuming and possible security risks if they are not dealt with according to best practice – we can work with you to make sure that things go smoothly with your user setups both new and old.

- Realtime monitoring of essential services.
- Quick connection for remote control support (Included).
- Regular monitoring of backup jobs.
- Patch Management (Microsoft updates).
- System management and administration including new users and drive shares.
- Notifications of impending system saturation.
- 3 X Managed power devices for every 10 devices covered.
- Excludes onsite fees – available with Enterprise package.
- Regular, face to face, account management visits.

For more information, contact us either at <mailto:networks@soundm.com> or call **01225 701650**