itd epos solutions

Comprehensive Support Packages

GOLD

SILVER

BRONZE

Keeping your business running smoothly

itd epos solutions

Expert Technical Support for your Software and Hardware, ensuring your business runs smoothly.

Why do I need Technical Support?

Everyone needs a little help sometimes. Whether you encounter a problem or just need some help understanding the features, our dedicated support staff provides a vital service to all our customers through our affordable Support Packages. These Support Packages are available on three levels, Bronze, Silver and Gold and you can select which one best suits your needs.

It is important to us that your system is reliable and that you are using it in a way that you get the best out of it for your business. Computer downtime can lead to increased overhead costs, lost productivity, lost revenues and sometimes even lost customers!

Our Support Packages help you in solving any problems you may have - and quickly. We can help you with updates; with tackling functionality that you haven't encountered before; with maintaining the smooth operation of your Hardware; with ironing out any bugs that might be occuring in the Software; in fact we can help with any aspect of your EPOS system.

The table opposite outlines the different packages available from basic Bronze through to very comprehensive Gold.

Why install updates?

Software interacts with the operating system of your computer. As the operating system is being constantly developed with regular updates, so too, our software is updated on a continuing basis to ensure you get the very best it has to offer.

Updates are additions to software that can help prevent or fix issues, or enhance and improve how your system works. New features are released over time as our developers continue to improve the software, often as a result of the valuable feedback we get from our customers. Some features may provide additional functionality to the program, or perhaps allow you to easily perform that one task with a single button when before it took six!

Ongoing security is another important reason why you should make sure your software is updated. Security updates are designed to protect your software and computer from harmful programs or viruses.

Our 'A' Team of Professionals

Professional, reliable, effective and efficient Technical Support Services are the foundation of a well-running computer or network system and lead to increased productivity, reduced costs and improved profitability.

Our experienced, skilled, certified and highly competent technical support staff have a long standing reputation for providing quality service with a major emphasis on providing unparalleled customer service.

We are a skilled and experienced vendor, specialising in meeting the technical support needs of small and medium sized businesses. We perform our work according to strict company standards and we always protect our clients' data because we believe that it is more precious than gold!

What can we provide for your business? - Here are Just some of the many tasks we cover

- Updating your software on a regular bases as required.
- Monitoring and maintaining computer systems and networks.
- Talking you or staff through a series of actions, either face to face or over the telephone to help set up systems or resolve issues.
- Troubleshooting system and network problems and diagnosing and solving hardware or software faults.
- Replacing parts as required.
- Providing support, including procedural documentation and relevant reports.
- Following diagrams and written instructions to repair a fault or set up a system.
- Supporting the roll-out of new applications.
- Setting up new users' accounts and profiles and dealing with password issues.
- Responding within agreed time limits to call-outs.
- Working continuously on a task until completion (or referral to third parties, if appropriate).
- Scan & fix files: Scan and fix logical file system errors and repair any hard drive errors it finds.
- Remove old files: Clears up disk space on your computer by removing temporary files and emptying the Recy-cle bin, a process called Disk Clean-up.
- Tidy up scattered files: Increases disk access speed by rearranging files stored on your hard drive, a process know as defragmenting.

OUR PROMISE TO YOU

Our commitment to service means that we set ourselves extremely high standards.

Our years of experience and breadth of knowledge mean that you are in safe hands when it comes to tackling either day to day computer tasks or the most complex IT requirements.

Our committed staff will give you the attention that you deserve and we won't rest until the job is done and our customers are happy.

We offer 3 levels of support - BRONZE SILVER and GOLD which are designed to cover the majority of our customer needs - you can choose the level that best suits your business.

These are subscriber only support options (starting from less than 33p per day) and designed to save you money.

£120.00 + VAT Per Annum
(up to 2 Terminals)
Per Extra Terminal - £50 + VAT p.a.

BRONZE

£220.00 + VAT Per Annum
(up to 2 Terminals)
Per Extra Terminal - £80 + VAT p.a.

SILVER

£320.00 + VAT Per Annum
(up to 2 Terminals)
Per Extra Terminal - £120 + VAT p.a.

GOLD

WHAT IS INCLUDED

	BRONZE	SILVER	GOLD
Annual Software Upgrade	✔	✔	✔
Quarterly Software Upgrade		✔	✔
Email Support Software/Hardware	✔	✔	✔
Web Support Software/Hardware	✔	✔	✔
Telephone Support Software/Hardware	✔	✔	✔
Response Within 24 Hours			✔
Weekday Technical Support	✔	✔	✔
Weekend Technical Support		✔	✔
20% Repair Discounts / Site Visits	✔	✔	✔
On-site Repairs & Upgrades			✔
Loan Courtesy PC While Repairing Your PC			✔

Call 0161 456 8400 NOW!
We want to help you protect your investment and keep your business running smoothly

itd

Intelligent Technology Design for the Food, Retail, Logistics and Service industries

7 reasons why we believe you will find a partnership with ITD both profitable and rewarding:

1. Our team works as part of your team – we are there to help you grow and develop your business – your success is our success

2. We know how to apply programming expertise to practical, easy to use yet sophisticated software applications

3. We are proactive in developing enhanced functionality within our systems and deliver regular updates

4. We are responsive to developing bespoke solutions to provide for the individual needs of our clients

5. We provide a full back-up service to ensure that your operation always continues to run like clockwork!

6. We know that our solutions are superior because of how many of our clients have chosen to migrate from our competitors' systems

7. We realise that in a very competitive environment, our clients need affordable, reliable technology to help their businesses excel

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itdlogisoft®

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itdcrm

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