

IT SUPPORT

Efficient, professional bilingual IT Support

Telemat is an established IT company specialising in IT Support for businesses throughout Wales. We have worked with many organisations ranging from small to large businesses, charities and the public sector.

Quality customer service

When your computer systems aren't working neither is your business, downtime can be expensive and frustrating. Our qualified bilingual technicians know how important it is that these issues are resolved quickly and efficiently with minimal disruption to your working day.

Technology in your language

IT doesn't have to be complicated and our friendly technicians will help you get the most out of your IT systems without using technical jargon.

The price you hoped for but didn't expect

The people you speak to are the people you will be working with when you use Telemat for your IT. We will look for the solution that will work for your business, if you don't need it we won't sell it to you.

Technology that works for your business

Ensuring you understand the implications of any new installation or change of process is vital to us in achieving our goal of delivering an outstanding service. We will provide you with the support you need, when you need it most.

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**Business Park Aberarad,
Newcastle Emlyn, Carmarthenshire,
SA38 9DB**

**☎ 01239 712345
enquiries@telemat.co.uk
www.telemat.co.uk**

SMALL BUSINESS SUPPORT

For small businesses with up to 5 PCs and no servers, our Small Business Support is especially for you! £15 per month will provide you with unlimited remote support for not only your PC but also any equipment it is attached to - e.g. printer, router, scanner, monitor etc.

Our unlimited remote and telephone support package is ideal for small businesses that need a fast response to their IT support issues. Our team of friendly technicians are available to advise you on any IT problems. From simple advice to hands on help when your computer system has crashed.

Should we need to access your system, our remote desktop service uses the latest software technologies to securely connect to your computer enabling us to diagnose and resolve any problems you may be experiencing. To access this service you must have an active Internet connection.

If for any reason we are unable to resolve your problem remotely we can arrange an on-site visit. This service is usually £52 +VAT per hour plus a call out fee of £15; however, Small Business Support customers in Carmarthenshire, Pembrokeshire and Ceredigion will receive a 10% discount on our on-site support and will not be charged for any call out fees. We provide a free on-site IT consultation for new Small Business Support clients in this area.

If you would like more information or have any questions, please contact our helpdesk by phone: 01239 712345 or email helpdesk@telemat.co.uk.



Our PC's are *vital to our business* and our support package is ideal for our needs, and Telemat are *always at the end of the phone when we need them*.

Sarah Huxtable, Jelly Egg

PROTECT YOUR PC

12 Month Unlimited Remote Support

£15 PER PC PER MONTH



ON-SITE SUPPORT

FREE IT CONSULTATION

**10% OFF HOURLY RATE AND
FREE CALL OUT**



If by any chance we can't solve your IT problem remotely, we will come out to you at a discounted fee and free call out on every visit.

*Terms & Conditions apply

** Prices exclude VAT

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UNLIMITED REMOTE & ON-SITE SUPPORT

If you have more than 5 PCs and a server our unlimited support is ideal.

Our Unlimited On-site and Remote Support provides a dedicated service for any IT requirements you may have. From installing printers to configuring a new PC on your network, you pay a standard agreed price and can rely on a committed service all year round.

UNLIMITED NETWORK SUPPORT

- ✓ Unlimited Remote Support
- ✓ Unlimited On-site Support
- ✓ Specialist Server Support



We know that for most of our customers their business systems are IT dependant. We take a proactive approach to our support, we will monitor your systems through automated server reports and from the moment you report a fault with our helpdesk we will assign a technician and they will contact you within 3 hours of your first call. Should your problem be business critical we will respond as soon as possible. Our standard packages are 9-5 but we can quote for out of hours support if needed.

Our pricing structure (see opposite) is only a guideline and if you would prefer a more flexible contract we would be more than happy to provide you with a tailored service. Contact our helpdesk by phone on: 01239 712345 or email: helpdesk@telemat.co.uk.



Telemat have recently taken us through a major change to our systems where *nothing was too much trouble for their technicians.*

Sandra Burnett, PBI

COMPLETE SUPPORT, COMPETITIVE PRICES



PC

< 10	< 25	+ 25
£8	£7	£6

PER PC PER MONTH



SERVER

1st Server	Any Additional
£42	£25

PER SERVER PER MONTH

+

£75

FIXED MONTHLY SERVICE CHARGE

ON-SITE SUPPORT

**FREE HEALTHCHECK FOR
ALL PC'S & SERVERS RRP £59**



At the beginning of the Unlimited Support contract we will give your entire IT system a healthcheck, for free.

*Terms & Conditions apply

**Prices exclude VAT

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PAY AS YOU GO SUPPORT

We understand that some businesses only need IT support now and again. When your PC crashes and it's no longer under warranty from the manufacturer, or you don't have a support contract our Pay as you go Support is available to you as and when you need it.

Pay as you go Support allows you to take advantage of our highly trained technicians and devoted service without tying yourself to a contract.

Maybe you just need help from time to time; perhaps your IT staff are on holiday, or on occasions when you just have too much work to deal with daily IT problems. Maybe you just want to try out our service before committing to our quality annual contracts.

Either way the Pay as you go Support is a cost effective way to receive specialist expertise with a local touch.

If the issue can be resolved remotely the fee is £25 +VAT per hour. Should you require on-site support this will cost £52 +VAT per hour with a £15 call out fee. Our minimum rate is for 1 hour's support, the technician will provide an estimate of time required to resolve your problem.

For more information on our Pay as you go Support and if you would like to take advantage of our Buy 1 Get 1 Free offer call our helpdesk on 01239 712345 or email helpdesk@telemat.co.uk.

“We have entrusted our IT requirements to Telemat for quite a number of years now solely because they offer a high standard of *technical expertise, competitive terms, a swift service & also a good sense of humour!*

Delwyn Griffiths, Insurance Brokers

ONE-OFF IT SUPPORT

- ✓ Specialist Expertise Remote & On-site
- ✓ No minimum contract
- ✓ Discounted upgrade to monthly support



INTRODUCTORY OFFER

**BUY 1 HOUR REMOTE SUPPORT
GET 1 FREE**

Terms & Conditions apply

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APPLE SUPPORT

Many businesses that use Apple IT systems struggle to find Apple support locally. Not only are all of our technicians enthusiastic Apple users, we also have an Apple Certified Helpdesk Specialist.

Within any of the contracts we offer – Small Business Support, Unlimited Remote & On-site Support, and Pay as you go Support, you can rest assured that you will receive support from an Apple accredited specialist.

We can also provide iPhone and iPad business support that will enable you to integrate your iPhone or iPad with your office email and calendar*.

If you have any queries on our Apple support or are considering migrating from Windows to Apple please contact us by phone on 01239 712345 or email apple@telemat.co.uk

* For us to integrate your iPhone or iPad to your office email and calendar you must have a MS Exchange Server 2007 or later.

DEDICATED APPLE SUPPORT

- ✓ Windows to Apple Operating System migration
- ✓ iPhone and iPad Business support
- ✓ Software installations
- ✓ Software troubleshooting and resolution
- ✓ Operating System upgrades
- ✓ System Backups
- ✓ General Housekeeping

 Certified Help Desk Specialist



The systems which Telemat have *installed* and *maintain* are keeping us at the *forefront of this rapidly changing world.*

Leonard Rees, Quality Cottages

 01239 712345

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Q1. What areas do you cover?

We work throughout Carmarthenshire, Pembrokeshire and Ceredigion. Our remote support service is available throughout the UK, however our 10% discount and no call out fee only applies to customers in Carmarthenshire, Pembrokeshire and Ceredigion.

Q2. Will I always receive “same day” support?

When you call our helpdesk a technician will be assigned and they will return your call within 3 hours. However, we operate our support service within working hours (Monday - Friday 9am - 5pm) therefore if you call after 2pm a technician may not be able to get back to you within the allotted time. Should this be the case, we will call you back the next working day.

If your issue is business critical we will always endeavour to provide you with support as soon as possible. If you require an out of hours support contract please let us know and we can provide a quote to cover this additional service.

See diagram for a basic guide on how we provide support to our customers.

Q3. What is defined as “business critical”?

This varies from business to business.

In our initial consultation, prior to agreeing any support contract we will discuss all areas of your company’s IT and establish which areas are most critical to the day-to-day running of your business. This may change throughout the duration of your support contract and as your IT support provider it is vital that you keep us updated with this information. Our technicians are always keen to fully understand each of our client’s needs and keep a note of all areas that are critical to keeping the business operational.



Telemat showed an understanding of our business from the start.
It is really important for us that our *IT is secure and reliable*.

Graham Perkins, Pembrokeshire Machinery Ring

Q4. What is your “Fair Usage Policy”?

To give all customers optimum support service, irrespective of helpdesk demand, we have a Fair Usage Policy covering how we prioritise our call and work allocation. The frequency and nature of the calls we receive are recorded, should the system identify a high frequency of call from a single contract then recommendations are made - whether it be a replacement of equipment or a course of formal training.

Q5. Can you service & support my PC on a regular basis?

We take a proactive approach to IT support therefore each of our support clients receive a full IT consultation at the beginning of their support contract. This service will be on-site therefore it is only available to clients in Carmarthenshire, Pembrokeshire & Ceredigion. Our contracts offer unlimited support (Small business support - remote/phone only) so you can call us whenever you need assistance (Fair Usage Policy applies).

Q6. What if my computer or IT system needs new parts? Does the contract cover that?

No, however we do work in partnership with many leading hardware and software suppliers and manufacturers. We will always look for the most competitive price currently available and will discuss any costs involved before ordering the parts.

Q7. How long are your IT support contracts?

Our standard contract is for 12 months, however should you require a shorter or longer term please let us know, or maybe consider using our Pay as you go support.

Terms & Conditions

All prices exclude VAT.

Fair usage policy applies for unlimited contracts.

“Buy 1 hour remote support get 1 free” is redeemable once per business.

10% discount and no call out fee only applies to Small Business Support customers in Carmarthenshire, Pembrokeshire and Ceredigion.

OTHER SERVICES



BUSINESS BROADBAND

- Business Broadband
- Wireless
- Satellite
- 3G



IT SECURITY

- Anti-virus
- Firewalls
- Security Audit
- Spam filter



IT SUPPORT

- Small Business Support
- Unlimited Remote & On-site
- Pay as you go Support
- Apple Support



HARDWARE & SOFTWARE

We work in partnership with many leading hardware and software suppliers and manufacturers. Call us for our latest offers.



WEB

- Domain name
- Hosting & eMail
- Web design & Internet Marketing
- eMail Marketing



IT TRAINING

- ECDL
- Quickbooks / Sage
- MS Office
- Web & Internet Marketing



Telemat is a registered company, and is part of Antur Teifi.

