

Support Maintenance Contracts

Please find below a brief outline of our computer maintenance support options

Our fully inclusive computer support packages are designed for local companies.

PCCARE have a wealth of experience in dealing with all aspects of ICT, from printers to networking and all points in between. We deal with companies throughout Swansea Bay, Bridgend, Neath Port Talbot and the valleys area and offer a rapid, guaranteed response alternative to an in-house IT department.

This flexible or fully inclusive maintenance option provides the peace of mind that comes from knowing you are fully covered for any ICT problems you may encounter, with the availability of a wide range of ICT support skills at the end of the phone, and the full backup of NSA PCCARE experienced support team.

What does our cover involve?

- Unlimited telephone and email support
- Resolution by Remote Access if possible
- Onsite Engineer assistance *
- Guaranteed 24 - 48 hour response *
- Discount on hardware and software
- Assistance with technology issues and purchasing requirements
- Data Recovery (where Possible)
- No callout or labour charges *
- No limit on the amount of support provided *
- Security & Virus Protection.

* - Depends on cover taken - Please see relevant support package leaflet for further information and breakdown.

Support Packages & Prices

PC - total- CARE Support

Less than **£7.31** per week
£380 per Annum

Standard Support

Less than **£3.47** per week
£180 per Annum

THAT SUIT YOUR POCKETS

Ad-hoc Support

PCCARE also offer ad-hoc solutions, this option is suitable for organisations who would prefer to pay for support when needed

ICT (Ad-hoc) pay as your require service

- Maintenance & Installations.
- Sales, Repairs & Upgrades.
- Hardware & Software.
- Connectivity & Networks.
- Technician Call-Out Service.
- Security & Virus Protection.
- Phone Support & Site Visits.
- System Planning & Upgrades.
- PAT Testing.



Give PCCARE a ring to discuss the best way forward on 01639 894398 or email Info@nsapccare.co.uk.