



Product Overview: Maintenance

Stress busting maintenance contracts from Lemon Computing

Here at Lemon we have a range of maintenance options intended to:

- Ensure your IT runs smoothly and efficiently, enabling your business to do the same
- Protect against costly disruptions from foreseeable problems
- Provide advice and consultation to maximise your use of IT
- Identify cost savings wherever possible
- Resolve daily problems quickly and efficiently

With our expert team of trained engineers, experience of IT solutions and projects combined with our personal approach to customer support, we can provide a cost effective alternative to having an in-house IT department.

We differ from many other IT Companies in that we realise you have to save money to spend money, wherever possible we will advise on cost savings, such as Open Source software, our unbiased approach to procurement always means you get the right hardware at the right price.

We have 3 levels of maintenance contract to suit your organisation's needs:

1. Basic Maintenance

- Backup and connectivity monitoring
- Two hours phone and email support per month
- Two hours on-site visit per month



2. Standard Maintenance

- More personalised and pro-active level of monitoring
- Enhanced monitoring of specific services
- Fortnightly half day scheduled visits (flexible)
- Develop an IT strategy, with recommendations and reports
- System monitoring
- Priority Response – **maximum** 4 hours response
- IT Audits

3. Full Maintenance

- All of the above
- Intended to cover everything that an SME would require in terms of IT Support
- Your very own lemon engineer, with all the support and backup from our team

The costs:

Although all of our contracts are tailored to each customers individual needs, here is some typical pricing:

Basic - £350/month

Standard – starts at £500/month

Full – starts at £3500/month

When viewed in the context of problems arising from insufficient IT support we believe these charges represent outstanding value and a good long-term investment for your business.

We can also charge customers on an ad-hoc basis, where no contract or monthly charge is incurred, however contracts represent better value for money if more than 5 hours per month are required. In addition to this you can purchase blocks of pre-paid hours at a discounted rate.

If you would like to find out more about how we can make your life easier please call on **020 8878 2138**.