

What is our software support service?

This is a telephone, email and online software support service covering Microsoft Windows Server operating systems, Remote Desktop Services and Microsoft Exchange, along with other Microsoft Server roles and specific third-party software. On the desktop, PC/Laptop operating systems support is also available. There are three levels of software support available.

- **Essential Software Support:**

Suitable for all businesses with or without an IT department wanting access to a team of experts when things don't quite work as they should. Essentials is a reactive telephone, online and email support service, providing software support on an if it breaks, we will fix basis.

- **Professional Software Support:**

The Professional service supplements Essentials with (MDAC) Move, Delete, Adds and Changes. Designed for businesses with no IT department or a small IT department, the service includes the ability to make changes to the current configuration either through a change request or through a support request.

- **Enterprise Support Services:**

A complete service where Starcom take full responsibility of the overall IT environment. Alongside uplifting your critical workloads to the Starcom cloud platform, daily administration tasks, ISO 27001 processes, proactive monitoring and support are included for complete peace of mind.

This allows you to concentrate on optimising business systems without the worry of managing IT infrastructure and operating systems. Starcom have full access control to the environment and any changes undergo a change control to reduce risk. To enable this service, Starcom must also provide antivirus, patching and monitoring services and have full access control to the platform.

The Enterprise package also introduces a guaranteed resolution SLA and allows you to take advantage of Starcom's compliance and control expertise to support you in meeting IT governance requirements.

Please call us on **0844 579 0800** to discuss your specific requirements.

What are the benefits?

- Increases productivity by ensuring that IT services always fully available, performing and meeting your needs
- Maximises your IT investments through increasing lifespan and performance
- Allows IT teams to focus on business needs and service
- Available 24/7 cover, 365 days a year
- Remote troubleshooting and remote fixes where possible
- Unlimited access to the Starcom service desk either via the phone, online or email

How much does it cost?

Prices vary depending on the contract cover and service options you choose. All options are available as fixed monthly payment plans with no upfront costs.

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CONTRACT COVER OPTIONS	ESSENTIAL	PROFESSIONAL	ENTERPRISE
Telephone support	✓	✓	✓
Email support	✓	✓	✓
Online portal	✓	✓	✓
Move, changes, add and delete	✓	✓	✓
Target resolution	✓	✓	✗
IT governance	✗	✗	✓
Guaranteed resolution	✗	✗	✓
Proactive monitoring	✗	✓	✓
Managed antivirus	✗	✓	✓
Patch management	✗	✓	✓
Hours of cover	Mon to Fri 8am to 6pm or Monday to Friday 24/5 or Sunday to Monday 24/7	Mon to Fri 8am to 6pm or Monday to Friday 24/5 or Sunday to Monday 24/7	Sunday to Monday 24/7

✓ Additional charge or service required

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