



IT Support
for Local Councils
& SME's

Why EDGE IT Support?

- Established for over 25 years.
- Experienced and qualified staff who speak plain English.
- We listen to you to understand your business issues and implement agreed solutions.
- Prompt response times.
- Partners with Microsoft, AVG, Autotask, MessageStream, Elite and Brighter Bills.



Support Contracts

- Bronze:** Ad hoc, pay as you go support
- Silver:** Ad hoc support; pre-ordered in 10 hour blocks
- Gold:** Managed proactive support charged per laptop or desktop
- Platinum:** Gold support with extra discounts for 5+, 10+. 15+ devices

IT Infrastructure and Upgrades

- IT Support
- Hardware & Software
- Networks & Wi-Fi
- Anti-virus & Security
- Microsoft Office 365
- Broadband & VOIP
- Domains

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IT Support and Infrastructure Upgrades

- Prompt remote support, with time and actions logged and reported. Objectives discussed and agreed.
- Microsoft Office 365 and MessageStream for email are available on monthly, pay as you go contracts.

Server Virtualisation

This allows multiple servers to be hosted on one box, saving support overheads and energy.

Server Hosting

We can host your servers, saving you support overheads and space.

Connectivity

We can help with:

- Monitoring and managing your internet and network connections.
- WiFi setup
- Setup of tablets and smart phones, including the use of email.
- This can include BYOD (Bring Your Own Device) which allows staff using their personal devices for work and connecting to local WiFi.

Security

- Connectivity and convenience brings risks.
- Your security is assured, using AVG Cloudcare, with whom we are partners. AVG Cloudcare is light on your system, light on your pocket and covers all your devices.

Business Continuity

Automated monitoring and reporting, using Autotask Endpoint Management (AEM), helping us to keep your systems performing without disruption.



Web Domain & Email

We can register your web domain via our partner Elite and manage your email via MessageStream.

Storage

Local or cloud storage and backup, we have the solution.

IT Support Contract Options

- Bronze** £60 per hour for ad hoc support
- Silver** £55 per hour ordered in 10 hour blocks
- Gold** Proactive remote support for only £15 per month or £165 per year, per laptop or desktop. Includes AEM and AVG
- Platinum** Gold support with discounts for 5+, 10+, 15+ devices



Call us now: 024 7666 7337 for a free quotation