benn.
TECHNICAL SUPPORT SERVICES

# PC, server, and network support for your business

Let us help you improve your IT return on investment (ROI) with our quality Information Technology support services.

- Save costs
- Increase productivity
- Concentrate on your business and not on your computer problems.
- Expert and quaility service
- Appropriate for any size business
- No upfront costs
- National coverage

Whether you need help fixing a computer, or are looking to potentially outsource your company's help desk entirely (and anywhere in between) Benn is here with professionals who not only have the knowledge to help you, but are trained in how to apply that knowledge with your needs in mind. See the following page to get details on some of our plans for businesses of different sizes. Don't see the plan that's just right for your business? Contact us and we can adapt a plan specifically to your needs and provide a competitive quote.

The Benn Commitment
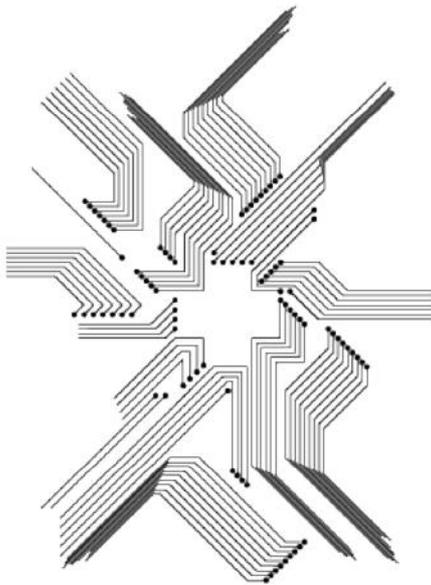
With Benn, you can expect differential service based on expert technical knowledge delivered with quality and adapted to your needs and preferences.

- **Secure:** We resolve your computer issues always with your prior authorization and via encrypted communications in the case of remote connections (for Windows and MAC systems).
- **Professional:** Our Customer Technical Advisors pass a specifically designed selection process in order to provide you with our best service.
- **Adapted to you:**
  - **We guarantee prior appointments** (in windows of four-hours) for techncial assistance in the home or office, so that you can plan your time and receive the service when it's best for you.
  - **You are in control.** The fact that you want help with your computer issues doesn't mean that you have to be in the dark about what the technician is doing. You will receive a written proposal to approve prior to any work commencing so you know what you will pay.
  - **Information your way.** Whether you just want to hear when the job is done or you want to know what's happening at each step of the process, our Customer Technical Advisors are trained to provide you with the amount of information that you want to receive.
- **Neat and tidy:** Sometimes installers or technicians leave plenty of evidence of their work in your home or office, be it cables, papers or any other "junk" that you need to clean after they have left. Our professionals will leave your premesis as neat and tidy as when they arrived.

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www.benn.es

Choose the plan that best meets your needs and the needs of your users. . .

Basic plan

Services included:

✓ PC support: unlimited access[1] via SecurAssist, our secure remote access service

✓ Support for the following infrastructure items:
  - ✓ 1 ADSL router
  - ✓ 1 network fileserver (NAS) or similar
  - ✓ 1 network printer

✓ 1 monthly visit for users and registered network equipment

For businesses of two or more PCs without a central server

Terms

✓ No up-front costs

✓ No minimum number of registered users/computers

✓ 6 or 12 month contracts

✓ Annual or monthly payments

✓ 15% discount on any additional services contracted.

Team plan

Services included

✓ PC support: unlimited access[1] via SecurAssist, our secure remote access service

✓ Support for the following infrastructure items:
  - ✓ 2 servers (Windows/Mac)
  - ✓ 1 ADSL router
  - ✓ 1 network fileserver (NAS) or similar
  - ✓ 2 network printers

✓ User management[2]

✓ 1 monthly visit for users and registered network equipment

For businesses with at least one central server for greater group collaboration

Terms

✓ Minimum of 6 registered users/computers

✓ 6 or 12 month contracts

✓ Annual or monthly payments

✓ 15% discount on any additional services contracted.

Corporate Plan

Services included

✓ On-site support 8-5 M-F

✓ PC support: unlimited access[1] via SecurAssist, our secure remote access service

✓ Support for the following infrastructure items:
  - ✓ 5 servers (Windows/Mac)
  - ✓ 1 ADSL router
  - ✓ 1 network fileserver (NAS) or similar
  - ✓ 4 network printers

✓ User management[2]

✓ 1 monthly visit for users and registered network equipment

For businesses that need continual on-site support.

Terms

✓ Minimum of 40 registered users/computers

✓ 6 or 12 month contracts

✓ Annual or monthly payments

✓ 15% discount on any additional services contracted.

Additional Services

[1] "fair use" applicable

- Server management
- [2] User Management: adds/changes/deletions of user accesses and network resources, password management, other shared resources.
- Network infrastructure monitoring
- Network planning and evolution

- Support for other network devices:
  - Routers
  - Switches
  - Wireless access points
  - Network printers
  - NAS disks
  - Other hardware (eg. Videoconf)

- Telecoms room administration
- Mobile and fixed phone inventory management
- Personalized hours for on-site support
- Cloud backup services
- Personalized training
- Data recovery