

Support Customers

£500 package = 8 hours

(£62.50/hour inc VAT)

- Billed in 15 minute blocks of £15.63
- Availability of Backup Monitoring (5 min/week/PC)
- Security & configuration credentials logged for your safety
- We can solve PC problems even when you are not there
- 90% of issues solved in less than 15 minutes (historical average)
- Remote support guaranteed within 4 hours, on-site in 48 hours
- No travel time charges (50p/mile travel if 5 miles + from office)
- Covers all members of family/business & all house/office locations including children at university etc

Non-support Customers

£100.00/hour inc VAT

- Billed in 1 hour blocks of £100.00
- £100/hr travel time (50p/mile travel if 5 miles + from office)

Face to Face Digital specialises in Home & small Office IT support

Maintenance & Optimisation of Windows & Apple Mac

- Operating System clean-up
- Software upgrades
- Removal of unwanted software
- Operating System replacement/upgrade
- Anti-virus/firewall installation
- Parental controls to protect children on the internet

Printer/Fax/Scanner

- Installation
- Sharing for use by whole house/office

Backup

- On-site backup of all of your computers to one networked device
- Off-site backup
- Availability to have your backups monitored by FFD
- Blackberry/iPhone/PDA backup

Computer Replacement & Hardware Upgrades

- Advice on laptops, desktops, tablets, hard disks, monitors etc

Teaching & Training

- Training on how to use software
- Data migration from PC to Mac and training to use the new system

Email & Calendaring

- Email for whole family/office at yourname.com
- Shared calendars
- Shared contacts
- Outlook & Office installation

Internet & Home/Office Network

- Internet set-up or migration to a reliable provider
- Creating & extending WiFi networks
- Skype & webcam

Shared Folder within your network

- One shared place for documents, music, photos etc
- Enable iTunes & iPhoto "Home Sharing" to make 1 main house library

Digital Media & Audio-visual services

- Bring your iTunes to other rooms etc (Sonos, Apple TV etc)
- iPlayer on your TV
- Integrate Games consoles
- Single remote to control all your equipment
- Store DVDs on your computer network
- many other AV services like Sky etc available from FFD

Support Customers

- Remote support
- Backup monitoring (requires agreement to Backup Support Module)
- Your credentials & network settings securely stored as aide-memoire

Blackberry/iPhone

- Set-up & sync of Blackberry/iPhone with emails, calendars & contacts
- Move from Blackberry to iPhone & vice versa

Your Files Anywhere

- Automatic off-site (online) backup & storage of "My Documents"
- Contacts, calendars, internet favourites available online

Further information on our support package and our terms and conditions can be downloaded at facetofacedigital.com/tc