

# Security & Support Package

## Product Overview

This package offers you a **complete solution** for your IT & Security needs, whether it is a workstation or laptop, you will get **first-class** technical service & support.

**Unlimited** remote IT workstation/laptop support via telephone, email & remote access. Should we not be able to fix the problem remotely, a site visit will be made. Dedicated support from **your** account manager you will have a direct dial to salvation.



Offering **remote monitoring** and management **24/7** rest assured that we are keeping an eye on the performance and **security** of your workstations.

With **Cloud backup** of all your files & emails, should **disaster** strike, your data will be safely stored in a **secure** facility using military grade encryption with unlimited retention. Whether it's a single file you mistakenly deleted or **ransomware** hijacking your machine, you will always have a **backup** ready and waiting.

**Proactive protection** works silently in the background waiting for an issue to arise, it actively **protects** your system from viruses, rootkits, worms and spyware. Alerting us whenever any **suspicious activity** is detected so we can **proactively** manage your machine.

Aside from your own **dedicated** account manager and direct line, you will also have access to your own bespoke ticketing system to report any issues. The **portal** will give you access to average **SLA times**, amount of tickets open and much more.

**More detailed information available on request**