



when your systems work
your people work

“ When we chose Globe Micro we had just suffered a severe systems failure. Globe got us back, up and running before there was any major impact on our business, and they were also able to fully restore our data.

Needless to say we have had no serious issues and consistent up-time since we moved to Globe. ”

Steven Matthews - Avonbury Ltd

total technical support from globe micro



service level options 5 4 3 2 1

technical support	5	4	3	2	1
We will attempt to resolve any issue with the client's nominated computer systems. First line support will initially be provided by email, telephone and remote access. Should hardware repair or replacement be required this will be fully specified with costings.	unlimited	unlimited	10 hours	6 hours	4 hours
annual secure on line back up/ disaster recovery	5Gb	2Gb	1Gb	500Mb	250Mb
We operate our own off-site remote data back up system, mybak providing added data security.					
service visits (on-site preventative, maintenance and response)	8	4	2		
A series of checks are performed to verify systems are fully operational, drivers and firmware updated, service packs installed, and to implement any remedial requirements. Alternatively these days may be used in response to a systems issue					
remote health check	12	6	4		
Using secure connections we check your servers, make remedial repairs and report findings.					
remote monitoring	included	included	included		
Your servers will be monitored 24hrs and will warn our technical team of any actual or potential failure of your systems or hardware. You will be contacted immediately with a risk assessment.					
documentation verification	1	1			
Records become inaccurate for a number of reasons. Once a year a thorough audit is required to ensure records are accurate and up to date, allowing you to pass audits and meet legal requirements.					
licensing and warranty advice	1	1			
During the yearly audit you will be advised of your licensing and warranty position, with recommendations and costings for any additional cover provided.					

low cost routing

We will ensure that your telephony is the best value for your profile, and recommend a Business Package based on how you do business.



Each of our customers has a unique IT infrastructure, and therefore individual needs for technical support. Our Total Technical Support solution is adaptable to meet your individual requirements, offering a menu of support and services allowing you to add or remove options as your needs change.

When your in-house technical support is overstretched, or not able to fully support a wide range of equipment and systems, our Total Technical Support solution steps in. Fully certified engineers are on hand to augment your existing level of IT experience. For smaller organisations with no full time IT staff we provide a fully outsourced technical support

service. Finally, we offer all of our clients the opportunity to utilise our own on-line back up service "mybak" so they can be sure their data is protected.

Our technical team includes Microsoft Certified Systems Engineers with additional specialist qualifications in Microsoft Messaging solutions and extensive programming experience. In addition we hold qualifications for HP systems and information systems architecture. Globe is committed to employing experienced technical staff and providing ongoing training.

how does it work?

We visit you to discuss your requirements, and conduct a health check of your IT infrastructure. From this we produce recommendations and costings for technical services and any remedial actions required to provide a stable and reliable IT infrastructure.

From a base level of technical support, you have the option to add on additional services should your in-house resources or your needs change at any time in the future.

more info

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