



total technical support from globe micro



# all systems go 2005

**Maximise** your Systems Performance and Up Time  
**Minimise** your IT Risks by Making us Responsible

**We Will:** Take responsibility for your Risk Strategy  
Co-ordinate Your Hardware and Software  
Remove Redundant Equipment  
Provide Qualified Expert Consultancy  
and Keep your Systems Running

**We Are:** An ISO 9001 Accredited Company

Call us now on 01372 471000 for a free systems status check



You specify the elements of our service you require including:

- Email Response Support
- Free Telephone Support (9.00 - 5.30)
- Remote Access Support
- On-Site Response Visits
- On-Site System Health Checks
- Remote Health Checks
- Period Remote Systems Monitoring
- Documentation Auditing
- Licensing and Warranty Verification
- Expert Consultancy for Equipment Selection and Policies

\* Free Site Visit is available to all new Clients. Visit will involve and inspection of Client Systems and a status report with assessment of current performance and opportunities.

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 over-stretched, 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 wide area back up service, 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 Micro is committed to employing experienced technical staff and providing on-going training.



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