

Phoenix SSI Limited - Large enough to cope - small enough to care

## **I.T. Support**

**Monthly Maintenance  
Support Contracts**

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**Web Solutions**

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**Issue Tracker**

# Phoenix SSI Limited

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Our 0844 number may be charged at a higher rate by some mobile companies. If you prefer, please contact us on  
**020 8643 9162**



Call now to speak to one of our friendly, approachable consultants for a no-obligation quotation

We can offer **bespoke contracts**, fully tailored to provide your company with exactly the right hardware and software for all your business needs. We offer the following as examples:

## Standard

Standard is aimed at clients with 1-9 systems without a server, covers one site remotely and includes the following:

- Up to 30 telephone support calls pcm
- Reduced hourly rate for work outside contract time of £45.00 + VAT ph
- Access to our Issue Tracker fault reporting system

***Cost: £150.00 + vat pcm paid by Standing Order***

## Standard PLUS

Standard Plus is aimed at clients with 1-9 systems with a server, covers one site\* and includes the following:

- One x 4-hour on-site consultancy pcm
- Up to 30 telephone support calls pcm
- Access to our Issue Tracker fault reporting system
- Guaranteed next day emergency response time for server failure or system down

***Cost: £250.00 + vat pcm paid by Standing Order***

# Professional

Professional and Professional Plus are aimed at clients with 10+ systems with a server, covers one site\* and include the following:

- Two 4-hour visits to site pcm for consultancy
- Up to 30 telephone support calls pcm
- Guaranteed next day emergency response time for server failure or system down
- Reduced hourly rate for work outside contract time of £45.00 + VAT ph
- Remote access support when required
- Access to our Issue Tracker fault reporting system
- Full systems audit

**Cost: £500.00 + vat pcm paid by Standing Order**

*(\* Travelling time may be charged)*

# Professional plus

- One day visit to site **per week** for consultancy
- Up to 30 telephone support calls pcm
- Guaranteed 4-hour emergency response time for server failure or system down (next day if problem reported after 3pm)
- Full systems audit for insurance purposes + hardware/software database
- Weekend emergency on-site/telephone support @ £75 + vat ph
- Access to our Issue Tracker fault reporting system

**Cost: £1,000.00 + vat pcm paid by Standing Order**

# Website Design

Our website design service offers a high quality design layout that is user friendly and can help promote your company's business, turning visitors to your site into clients. Internet users have become used to getting information quickly and visitors may not have the patience or time to spend searching your website so the first impression is vital. We can design your home page to provide all the essential information about your company, and provide easy to follow links to navigate straight to your products or services. Our competitive one-off prices allow for an initial consultation, professional website design, design revisions, domain name and testing.

<b>Up to 5 pages -</b>	<b>From £360 + VAT</b>
<b>6-10 pages -</b>	<b>From £540 + VAT</b>
<b>11-15 pages -</b>	<b>From £900 + VAT</b>
<b>15+ pages -</b>	<b>Price on request</b>

# Website Maintenance

If you need a fresh new design for an existing website, we can provide plenty of good ideas. We can update your existing website on a regular monthly/quarterly basis or "as and when" to suit your needs. Our maintenance service will ensure your website remains up to date and relevant to your business.

**Hourly rate for updates: £45 + VAT (minimum ½ hour)**  
**Please call to discuss your requirements**

# E-Commerce

On-line selling is an important part of today's business and we can design an e-commerce shopping cart solution that provides everything you need to sell on the Internet. E-shopping is a low-cost, effective way of enabling your customers to purchase your products. We can also provide a login/register feature to encourage your customers to return to your site and shop more easily. This feature also enables you to create a database of customers.

# Website Hosting + E-Mail

We offer two Web Hosting Plans:

## **Windows Professional**

25mb webspace, 500mb (per month) data transfer, 5 POP3 mail-boxes, 5 e-mail addresses, 5 forwarding addresses, 5 auto responders, 5 multi recipient addresses:

**Domain Name Registration or Transfer: £50 + VAT annually**

## **Windows Advanced**

100mb webspace, 125mb (per month) data transfer, 50 POP3 mailboxes, 50 e-mail addresses, 50 forwarding addresses, 50 auto responders, 50 multi recipient addresses:

**Domain Name Registration or Transfer: £80 + VAT annually**

We offer two E-Mail Only Hosting Plans:

## **E-Mail 5**

5 POP3 mailboxes, 5 e-mail addresses, 5 forwarding addresses, 5 auto responders, 5 multi recipient addresses, authenticated SMTP, 100mb (per month) data transfer

**Domain Name Registration or Transfer: £25 + VAT annually**

## **E-Mail 25**

25 POP3 mailboxes, 25 e-mail addresses, 25 forwarding addresses, 25 auto responders, 25 multi recipient addresses, authenticated SMTP & Webmail, 250mb (per month) data transfer

**Domain Name Registration or Transfer: £35 + VAT annually**

# Issue Tracker

Our fault tracking system will enable you to organise your I.T. problems and make sure they are resolved quickly and efficiently.

**Issue Tracker** is a web-based programme, written by our own in-house developer. It allows our customers to follow the progress of their I.T. problems or “issues”. Customers will know who is responsible for resolving the problem and to see how it is being dealt with.

Customers can call in to our Help Desk and speak to one of the Technicians. All problems will be logged into the Issue Tracker and given a “ticket” number. If the problem cannot be resolved straight away by our Help Desk it will then be allocated to a level 2 engineer. The engineer will follow the problem through until it is resolved.

Customers can also be allocated user names and passwords and are able to log the problems into the system themselves and follow their progress through to resolution.

Our Contract clients receive up to 30 remote cases per calendar month. For non-contract clients, complex I.T. Issues are charged at the rate of £25 per half hour, with a minimum charge of £25 (plus VAT).

We also offer **Issue Tracker** as a customised solution for your business needs – the programme comes with default functionality but we can write add-ons to deal with your specific requirements. **Issue Tracker** is highly flexible and easily allows individual customisation. As a 100% web-based programme, it provides a low cost solution which can be accessed from multiple sites. This will allow your support staff to spend less time on the telephone and more time resolving issues.

**Issue Tracker** is designed to allow your team to organise, track and deal with problems; it is also a useful project management tool. This programme helps to ensure that the right member of staff is assigned to the task without delay and managers can see at a glance how the task is progressing. It can also enable your customers to see that issues are being dealt with and by whom.

**Issue Tracker** is important to the effectiveness and efficiency of your company - staff members can record their time on the system which makes it easier for you to invoice your customers for work undertaken.

**Basic Cost: £995 plus VAT**

**For Customisation & Add Ons: Prices on Request**

Our aim at **Phoenix SSI Limited** is to provide a friendly, professional “no jargon” service to all our clients and give the I.T. support that their businesses need.

Getting the support your business needs has never been easier - call us today to discuss your requirements and get a quotation.



All our consultants are here to listen to any questions you may have and to advise you on the best course of action to suit your needs. Our service is based on customer satisfaction and we welcome any comments that may help us improve this.