

Catapult Advantex Support

Catapult Advantex Support is ideal for companies who would like some form of support on standby, prior to deciding whether to opt for our full tier service, Advantex Business or Professional. Advantex Support covers a number of key areas and you can upgrade at any time.

Service	Features
Unlimited Full Technical Support including Desktop Software Queries	√
Unlimited Remote Access Support	√
Unlimited Procurement Advice	√
Unlimited Solution Consultancy	√
Unlimited Online Backup	√
Loan PC (available)	£15/M
Mailex (optional)	£30/M
Website with full Content Managed System (optional)	£30/M
Plan includes up to a maximum of 3 users. For additional users upgrade to Advantex Business or Advantex Professional	

Unlimited Technical Support

Catapult will provide unlimited technical support through its online helpdesk, using tickets as a way to provide the service. Each time a new technical issue arises the user logs on to the helpdesk, where the problem is registered. This automatically notifies our technicians, one of who will assume responsibility for your query and will then either email or call with a solution. If the problem persists, Apex clients have the additional benefit of being assisted via remote access or through an onsite visit.

Any of your employees may also use our Desktop Software Support service, through the online helpdesk. From simple 'how do I' questions to more challenging software issues that might arise, we will provide the answers. This service is available during our normal operating hours.

A help-line number is provided for emergencies though all other issues should be logged and dealt with within the online system:

Helpdesk: <http://helpdesk.catapultsolutions.co.uk>
Emergency Help-line: 0870 774 0446

Unlimited Remote Access Support

There are occasions when it may be necessary for a technician to 'take control' of your PC. This allows us to see exactly what the user is seeing and to help diagnose the issue. This facility is enabled remotely and only with your full co-operation.

Unlimited Procurement Advice

We will provide unlimited guidance relating to the purchase of technology items. Our advice is impartial and will be based on the best solution for your needs, whether you need a full IT system or simply a new fax. We will also submit a quotation for any related work, such as installation or reconfiguration, where appropriate. Please note that all enquiries should be made via the IT helpdesk, in the first instance.

Catapult Advantex Support

Unlimited Solution Consultancy

Many clients know what they want from their IT system but they are unsure how to make it happen. Catapult can advise on, and deliver, bespoke solutions to suit the everyday needs of your business. For example, we may be able to adapt your current system or we may recommend some form of upgrade. Whether you require software for your HR department or a remote work system that the whole company can use, you can be confident that our advice is impartial. We will also submit a quotation for any related work where appropriate.

Unlimited Online Backup

An online backup software will be provided to backup your PC. The software will backup files and folders automatically without you needing to do anything. As soon as you close a file it will be backed up within 10 minutes. Safe! Don't worry about leaving your PC on, the software will backup quietly in the background. Use your PC as normal. If you need any further assistance drop us an email.

Loan Replacement PC (£15 per week)

Should a workstation fail, we will replace it with a temporary PC whilst the original is being repaired. Please note that repair costs for labour and parts are chargeable.

Mailex (optional - £125 setup fee, £30 per month)

The Catapult Mailex is an easy to use web based email marketing system. The Mailex System allows businesses to send out cost effective E-flyers, Newsletters and other marketing notices. The Setup fee includes a designed template, manual and initial training.

Website with full Content Managed System

(optional - £400 setup fee, £30 per month)

Our Content Managed System Website will allow you to easily administer your website using our backend editor to add, edit and remove pages. The setup fee includes a professionally designed template, integration and a co.uk domain registration.

Additional Information:

- i. We provide an initial, on-site consultation, which is free of charge.*
- ii. Our standard operating hours are Monday to Friday 09.00-17.30, excluding bank holidays.*
- iii. All prices are quoted exclusive of VAT.*