

IT SUPPORT PLANS

In our modern world, our reliance on technology increases each day. Unfortunately, technology isn't perfect – outages, failures, issues and unexpected downtime can happen to any business at any time. How your business deals with these issues can have a direct impact on your profitability, business reputation and staff engagement.

Our Brisbane-based team understand this. They understand downtime is a lost business opportunity. They understand that if your staff can't do their jobs, this will likely impact your customers. They understand that they need to quickly and effectively deal with any issue that arises.

We also understand that any IT support offering must be cost-effective. Not every system requires the cost that accompanies 24x7 live support, so it's important to right-size your support arrangement so that it suits your business.

STANDARD MONTHLY PLANS

Inclusions/IT Plan	Adhoc Support	Basic	Basic + Updates	Business
Price per month (ex GST) *	N/A	\$9/Computer	\$30/Computer	Contact us for a custom quote
Remote Agent	✗	✓	✓	✓
Quick Help Request Form	✗	✓	✓	✓
Anti-virus Protection	✗	✓	✓	✓
Windows Updates	T&M	T&M	✓	✓
Help Desk Support	T&M	T&M	T&M	✓
After Hours Support	Additional Cost	Additional Cost	Additional Cost	✓ (high priority jobs only)
Priority Support	✗	✗	Additional Cost	✓ (high priority jobs only)
T&M Discount	✗	10%	10%	15%
Ideally Suited For	Businesses with extremely infrequent IT issues	Businesses who want easy access to IT support when they need it	Businesses who value the security of their information	Businesses who understand that their IT systems are a fundamental part of their business success

KEY BENEFITS OF ANY PLAN VS ADHOC SUPPORT

- ✓ Remote agent installation means that IT issues will be solved more quickly
- ✓ Access to help request quick lodgement form
- ✓ All plans include anti-virus protection – meaning that existing anti-virus solutions will no longer be required (cost savings)

DEFINITIONS

REMOTE AGENT: A small piece of software that is installed on your computer to allow us to access your computer remotely (with your permission). This allows us to more quickly diagnose and resolve issues with your computer and also allows your computer to proactively notify us of issues that it encounters.

ANTI-VIRUS PROTECTION: Security software that runs on your computer and watches for threats or malware that are accessing or attacking your computer. If an attack is detected, both you and our team are notified so that we can address the issue prior to it spreading to other computers.

QUICK REQUEST FORM: Allows you to quick and simply request assistance directly from your computer – without needing to call or email anyone.

WINDOWS UPDATES: Every month, Microsoft releases important updates that should be applied to your computer to maximise its security and stability. When we manage these updates on your behalf, we validate that the updates are applied in a timely manner and take precautions to prevent the updates from breaking your computer.



JOIN US TODAY TO DISCOVER THE
VALUE OF HAVING ARVO SUPPORT
YOUR BUSINESS IT NEEDS

