

## CAN WE HELP YOU?

**the support store**<sup>®</sup> specialises in delivering cost-effective Information Technology support solutions to small and medium sized businesses.

Our Total Plus<sup>®</sup> service is a complete portfolio of IT operation, security, applications and maintenance services. Total Plus<sup>®</sup> enables you to focus entirely on running your business without the need to allocate time to IT infrastructure issues.

Think of us as your IT Department because we can provide as much or as little expert IT service and support as you require, and we are just a mouse click or phone call away.

T: 0845 355 5700  
F: 0845 355 5735  
E: [info@thesupportstore.com](mailto:info@thesupportstore.com)  
W: [www.thesupportstore.com](http://www.thesupportstore.com)



Now, you can have all the benefits of a committed IT department without having to hire, train, manage, and retain your own staff.

## MAKING I.T. SIMPLE FOR YOU

- Per user pricing
- Pay only for what you use
- Simple to change
- Guaranteed response & delivery

## MAKING I.T. EASIER

### PC Support Services

- Fully Managed IT Helpdesk
- Hardware & Software Supply
- Installations, Upgrades & Repairs
- Online and Instructor Led Training
- Outsourced Server and PC Support
- Virus Cleaning & Protection

### Managed Services

- 24x7 Network & Server Monitoring
- Corporate Email & Collaboration
- Email Archiving and Encryption
- Information Sharing Portals
- Offsite Backup & Data Recovery
- VoIP (Voice over IP)



## Internet Services

- Domain Name & Search Engine Registration
- Installation of LAN WAN & Broadband access
- Management of Switches, firewalls & routers
- Spam & Virus Email Filtering
- Remote Access for Mobile Employees
- Website Development & Hosting

## MAKING I.T. EFFICIENT

### Your IT Helpdesk

Our experienced support engineers act as a single point of contact to deal with all of your IT issues, allowing you to work without wasting time worrying about computer problems.

Enjoy unlimited remote support by telephone, email or interactively using Internet based remote control.

Our technicians can analyse and quickly resolve over 85% of problems without even visiting your office. This service can be backed up with regular onsite "clinic" visits to provide proactive maintenance and "how to" advice.

We offer free emergency callouts when you sign up to our Total Plus<sup>®</sup> service. Therefore it is in our interests to provide a proactive service where problems are identified immediately and fixed permanently.



## MAKING I.T. WORK FOR YOU

- Instant scalability
- Save money
- Save time
- Work more efficiently
- On-tap technical expertise



## CLIENT TESTIMONIALS

*"Your support staff has been very helpful, efficient, and effective at crucial times for our company. True professionals"*  
Accountant, Atrium Computers Ltd

*"Always on the end of the phone to resolve my technical issues... it really helps to know that TSS is only a phone call away"*  
Pelham Associates, Property Management

*"You have made things as painless as possible... it's very much appreciated."*  
Managing Director, DTPM Recordings

*"TSS provides our company with instant support... the part I like best is when they solve my problem remotely by taking control of my computer"*  
Operations Manager, Euro Search & Selection

*"Your team have done a splendid job in getting the communications organised for us and are really most helpful - thank you very much."*  
Managing Director, Islamic Bank of Britain

*"You guys ROCK"*  
Blue Cube Promotions



If you would like any more information on any of our services, please contact us:

### the support store®

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## MAKING I.T. WORK FOR YOU

*"specialists in delivering cost effective Information Technology support solutions to small and medium sized businesses"*



## OFFERING PERSONAL IT SUPPORT

We work with our clients to understand their current IT operations, after which we propose a cost-effective IT strategy based around defined levels of service that will provide a clear way forward.

"We take great pride in providing these support solutions to you, our partner"

## OUR BUSINESS PARTNERS

