



Technical Support

All businesses today require technical support of some kind, regularly.

It can come from in-house staff, or outsourced. Either way, businesses cannot function efficiently without it.

The variety of computing platforms, operating systems and applications that are available today all require knowledge of how they work, how they should be used and what to do when they go wrong.

E247 possess a wide range of knowledge encompassing many different IT fields.

We understand Macs and the PC platform. We have in depth experience in their daily business use and know what can go wrong with their respective OS's and applications.

We know about web servers (Linux & Windows) and how to set-up, configure, manage & maintain them. We deal with them daily and are fully conversant with a variety of web based programming languages and server side scripts.

We maintain and repair company networks. We deal with wireless/wired issues and understand routers, switches, NAS drives and back-up options.

We regularly have calls from our clients asking all kinds of questions such as:

- How do I get my email out of Entourage and into Apple Mail?
- Why isn't this SQL database function working properly?
- Why won't my Mac connect to the wireless network anymore?
- Why can't I delete a file on my FTP server?
- How do I set-up my iPhone for email use?
- I can't receive email anymore, but I can send it... why?

If you require serious support, only a phone call or email away, for whenever your IT staff aren't available or because you don't have any, then discuss your situation with us (with no obligation) and we will offer you a tailor made solution.

Telephone us on **0845 060 3247**.



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E247 Direct Telephone Support Plans

- **SUP1**

Telephone support within 1 hour, via a direct support number.

(8:00am – 8:00pm)

£499.00 per year

- **SUP8**

Telephone support within 8 hours, via a main support number.

(9:00am – 5:30pm)

£249.00 per year

- **SUP16**

Telephone support within 16 hours, via a main support number.

(9:00am – 5:30pm)

£149.00 per year

- **SUP Bespoke**

Telephone support as you require, via a direct support number.

£POA

All prices shown are exclusive of VAT at the applicable rate.