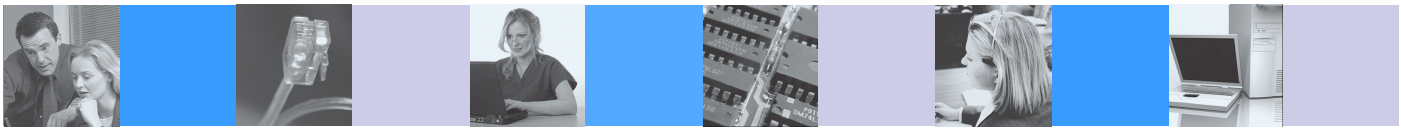
Shadowfax

IT solutions for **your** business

Business Support



All your IT needs under one roof

Unlimited remote support

This service provides your business with unlimited telephone and remote support, for any issue that affects your server or the operation of your network. We can help you with any of the daily problems that hinder your work, such as setting up new users, e-mail problems, changing passwords, setting up new printers, freeing up disk space or installing software.

Plus your business will get the added advantage of Shadowfax proactively monitoring your server, to check that all systems are running smoothly. Often we will spot a problem and fix it before you even notice!

Proactive monitoring of your PCs

We now also offer a daily management service for your PCs, where we monitor each of your PCs daily to keep them running efficiently. This includes cleaning up internet debris, updating security patches, removing spyware, and checking disks so we can predict hardware failure. This service includes the production of a monthly asset inventory, with a list of all the preventive maintenance that has occurred.

Expertise

Across the UK, fewer than 500 companies have been officially recognised as Gold Certified Partners and Small Business Specialists by Microsoft. Shadowfax is one of them. Does this make us expensive? No. If we know anything about businesses it's that they want maximum value for money from their suppliers. That is why we offer an unlimited service for a fixed monthly fee.

Let us be your IT department....

We don't just stop at remote support, and as a support client you will also be able to call on us when you need sales, advice from an IT manager, or project management for a new network installations/office.

Call us on 01279 813076 today and put your IT in safe hands.

Key Features

- Unlimited telephone support (fair usage exclusions apply)
- Unlimited remote Support
- Proactive monitoring of your servers
- Experienced and qualified staff
- Specialists in Microsoft Small Business Server
- Management of your individual PCs
- Monthly price based on size of your network
- On-site support available to support clients at £55/hour
- Pre-pay for on-site support at a discount

Shadowfax

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Microsoft GOLD CERTIFIED Partner

Microsoft Small Business Specialist
UK Partner Qualified for 2009

CISCO PARTNER Select Certified

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