

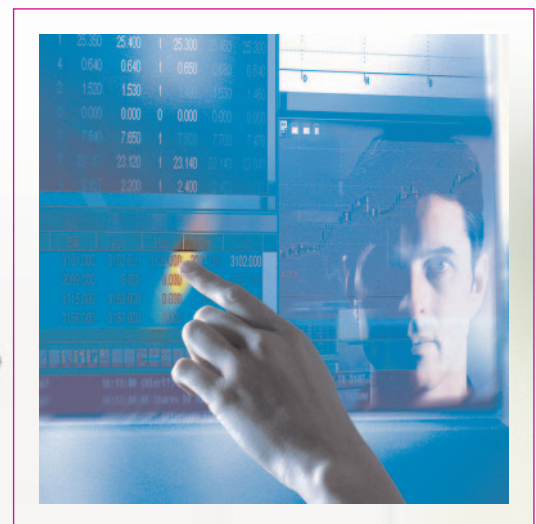
# Peace of Mind

## SUPPORT & MAINTENANCE

In today's competitive environment, technology has become a very important business tool. It can increase efficiency, drive down costs and allow companies to compete on a global basis. But it can also be expensive, time consuming and, if not well managed, it can begin to hinder your business.

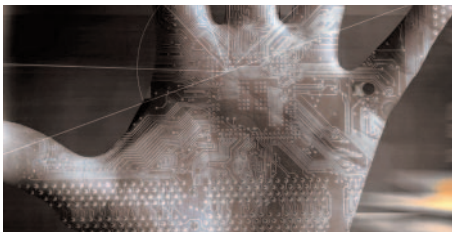
Challow provides a range of Support & Maintenance services that are designed to ensure that your investment in IT is secured. These services are based on many years of experience, managing both simple and complex IT infrastructures for a broad range of companies.

Always ready to listen to the  
**NEEDS**  
of our **CLIENTS**



key benefits

- Challow is focused on providing Support & Maintenance for the Small to Medium Sized company
- All support engineers are experienced consultants and are vendor certified
- Single point of contact for all IT related issues.
- Same Day or Next Business Day response and or resolution
- Unlimited Telephonic, Remote and Onsite Support for Corporate Support Agreements
- Affordable Telephonic and Remote Support Contracts for smaller companies
- Online Helpdesk to record, track and escalate support calls, within your company and with us
- Service Level Agreements provide peace of mind and investment protection



## Features

### Telephonic & Remote Support

- Immediate access to qualified and experienced engineers
- Remote access to site results in lower costs and increase resolution time
- Full site discovery and documentation ensures that Challow has all required knowledge
- Unlimited number of support calls
- All calls are logged and available via Online Helpdesk for real time tracking and reporting

### Hardware Maintenance

- Single Point of Contact for hardware and software related issues
- Faster response than vendor warranty means less disruption to business
- Multiple manufacturer/vendor experience
- Vast range of Server, Desktop, Networking, Laptop, and Printer parts in stock
- Vendor Accredited
- Immediate, Same Day or Next Day response levels available
- Replacement or Supplemental Hardware in the event of a failure

### Onsite Support

- Escalation to Onsite Support at no additional cost for Corporate Support Agreements
- Qualified and experienced engineers who will acquire in-depth site knowledge
- Guaranteed Response time to deal with business critical issues
- Affordable Onsite Support options for Telephonic & Remote Support Contracts

### Service Level Agreements

- All Support & Maintenance services are supported by Service Level Agreements
- Guaranteed Immediate, Same Day or Next Day response, tailored to suit budget
- Provides peace of mind and IT investment protection

## Online Helpdesk

- External Helpdesk for keeping track of all Challow related support calls
- Internal Helpdesk for logging internal staff or end user calls
- An extendable end user interface for staff to use for logging calls
- The ability to escalate internal calls directly to Challow
- Assets register for keeping track of all hardware
- Email alerting feature
- Detailed reports for increased management
- Available to all clients at no additional cost

## Partners



“Challow is the most professional, hard-working and caring company we have ever worked with. We no longer worry about network and server problems. We just call Challow.”

Eugene O'Donnell,  
IT Manager, Associated Board  
of the Royal Schools of Music.

“Challow are as much part of our organisation as our internal IT team.”

Mag Connolly,  
IT Manager, The Work Foundation.



The Challow Online Helpdesk