



Time is money. That's why you expect your systems to be up and running 24/7. Because even 30 minutes without computers can mean a lost order, a lost customer, or lost staff productivity.

How can you ensure the next hard drive crash, network outage, or virus attack won't derail your business? **Guarantee** your technology is **trouble-free** with the B.E.S.T.™ Business Enhanced Support Technology from Computer Troubleshooters.

UPTIME DOWNTIME

Virus problems... network outages... hard drive crashes... spyware slowdowns... Server blimps... data loss... failed backups... maintenance problems... Any one of these downtime nightmares wreak havoc on your business, costing you real \$\$\$ in lost revenue and productivity.

How can you **guarantee** your technology is **trouble-free**? With the B.E.S.T.™... Business Enhanced Support Technology from Computer Troubleshooters.

B.E.S.T.™ is a revolutionary new business enhancement offering that blends the ultimate in technology management with best practices developed by Computer Troubleshooters experts worldwide for keeping computers and networks trouble-free.

Most IT consultants make money when your computers are down and make no money when they're running fine. For a simple monthly fee, we guarantee 24/7 uptime and 0% downtime or we pay you! **If at any time your computer or network is down, we'll pay you \$100 for every hour you lose. That's our Trouble-Free Guarantee.***

For more information regarding our revolutionary B.E.S.T.™ service and Trouble-Free Guarantee, or any of our technology support offerings, please visit www.computertroubleshooters.com.au.

* Some restrictions apply. Contact your local Computer Troubleshooter for information.

The World's First No-Downtime Guarantee for Small Business



T E C H N O L O G Y S O L V E D



HOW TROUBLE-FREE DO YOU WANT TO BE?

	Lite	Basic	ProActive	Trouble-Free
Maintenance				
Automated Real-Time Monitoring & Alerting 24x7	✓	✓	✓	✓
Remote preventative maintenance [defragment, remove temporary files, perform integrity checks, etc]		Yearly	Twice Yearly	Quarterly
Security				
Security software & licenses included [Anti-virus, Anti-spyware, Firewall, & Email virus/spam filtering]				✓
Microsoft Patch Management		✓	✓	✓
Anti-virus Software Management		✓	✓	✓
Firewall Management & Reporting			✓	✓
Backup Management and compliance checks			✓	✓
Support				
Remote Support*	Normal hourly rates	1 incident per month per PC*	All included free*	All included free*
On-Site Support*	Normal hourly rates	Normal hourly rates	All included free*	All included free*
Additional Service Labour Discount		10%	20%	30%
Priority Scheduling for remote & on-site engineers		✓	✓	✓
Help Desk unlimited phone support [8am –9pm Monday-Friday]			✓	✓
Zero Downtime Guarantee Included*				✓
Administration				
Quarterly IT reviews with CT account manager		✓	✓	✓
Comprehensive monthly performance reports		✓	✓	✓
Managed computer & software inventory	✓	✓	✓	✓
Complete Site Audit including Documentation & Reviews			✓	✓
Software license management & reporting			✓	✓

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When **trouble-free** is a reality for your computers (**and it can be**), Computer Troubleshooters will also work with you to enhance your business through technology. We'll put our B.E.S.T.™ people on it. For detailed information regarding these B.E.S.T.™ services as well as any additional offerings, visit www.computertroubleshooters.com.au.