

# IT Services



Software Support Systems offer tailored maintenance support contracts to suit individual business needs. We work with you to devise a plan that best suits you and can be delivered within budget.

Save Money by not hiring an IT Manager.  
We act as your IT department.



## Break Fix Maintenance, Support Contract

### How it works

For a monthly fee we will provide you with unlimited, telephone, login and on-site support.

Through remote administration, we can log onto your network – either to the central server or to individual computers or laptops – diagnose and resolve the issues and most importantly, provide an instant response to your problem.

On an ongoing basis we monitor all renewals for both hardware and software warranties, and notify you when they are due. You can enhance this service by selecting to go with our preventative maintenance support or managed services support options.

## Preventative Maintenance Support

### How it works

With our Preventative Maintenance cover, we check your hardware and software systems to pre-empt issues that might occur to your IT system rather than you waiting for problems to happen.

Firstly, we conduct a free audit of your IT infrastructure. This entails a site visit when we survey your hardware and software systems and report on the current state of affairs with recommendations for any immediate issues that need to be addressed. Following this visit, we will provide you with a tailored proposal and price.

Depending on your organization size and needs, your Preventative Maintenance plan might require as little as a half-day per month to a half-day per week.

Minor issues and change requests are logged at your site until the date of the scheduled visit. These issues are then resolved with our usual site maintenance checks and upgrades.

More urgent issues are, of course, dealt with as they arise, either by telephone support with remote login or a site visit out of schedule.

- > Make a Wish Foundation
- > Clearchannel Ireland Ltd
- > Simply Organic
- > Begley Brothers
- > FKM Group
- > Bray Adult Education Centre
- > Beyond The Hall Door
- > First Credit
- > Kerrigan Sheanon Newman
- > O'Callaghan Solicitors
- > C & F Quadrant Northern Ireland
- > Irish Holmasters – Dublin / Cork
- > Cunamh
- > Holy Ghost Missions
- > Kingspan Holdings
- > Access Control Technology
- > Barina Construction
- > Menolly Homes
- > Ellier Developments
- > Pat Neville & Son Ltd
- > William Neville & Son Ltd
- > O'Rourke Bros Ltd
- > Clancy Construction
- > Thrombogenics
- > Drumloe Holdings Ltd



## Managed Services: HoundDog Technology

### Monitoring your systems for optimum performance

#### How it works

For less than the price of a cup of coffee, we'll conduct a thorough check each and every morning before you start work.

#### We will check:

- > Your backup is complete to make sure your data is safe.
- > Your anti-virus pattern file to make sure your protection is always up-to-scratch
- > Your disk space to ensure your system won't crash leaving your users unable to work
- > Your Exchange email system to make sure it doesn't fill up and collapse leaving you floundering
- > Your hard disk and memory health to ensure your system is always in peak operating condition
- > Your Critical Event Logs to spot developing problems that could cause downtime during the day.

This service is performed automatically – so it's guaranteed to happen even if staff are sick or on holiday. If we find problems, we'll immediately alert an engineer so he can act fast to reduce your potential downtime. We'll even send you a short note to confirm that the checks have been carried out and what the results are.

Do you have peace of mind with your IT infrastructure and performance? Call Software Support Systems today to see how we can help.

## Partnering with the World's Best...

### Anti-Spam

SonicWall Anti-Spam is a totally secure hardware device used by many of our clients. This device filters spam before it ever reaches the server. Each morning, an e-mail is sent to the system administrator, advising of the spam that has been blocked. Our hosting facility routes your email through an anti-spam box. Each morning you receive an email detailing blocked emails by the spam filtering system. You can choose to unblock any if you so wish.



### Data Backup

Small to medium sized businesses cannot afford to lose valuable data in this competitive environment. Our online backup system completely eliminates these problems by giving you an affordable solution with the added advantage of offsite data storage and the peace of mind that your data is being stored and monitored 24/7. KeepITSafe is an online backup tool providing a new and modern alternative to tape backup solutions.



### HP Preferred Partner

As a Hewlett Packard Preferred Partner, Software Support Systems explores how technology and services can help companies address their everyday problems and challenges. We offer customers an IT service which enables you to steadily grow your business without the need for an in-house IT specialist.



### Microsoft Certified Partner

Software Support Systems is a Microsoft Small Business Specialist thus providing you with the knowledge and security that you are dealing with an expert in Microsoft's products. There is now a great synergy between Hardware and Software suppliers to ensure that products released to the market are compatible with each other. Our hardware and software expertise can help advise you about hardware and software for your business, allowing you focus on running your business.

