

If you choose one company for IT Support,  
choose **Network Fish**

Supporting London's Businesses for over **10 years**

We are business people and IT people, we are  
the backbone of London business, the unseen  
seamless support that enables you to achieve more.

We are here to support your staff, as well as your IT.



Forget about IT. Remember this number

**0845 521 2114**



# IT Support Services

## Server Builds



## Working together

Our partnerships are built on trust, reliability and professionalism. It is our job to help your staff to do their job as productively as possible.

## Skill Matching

Whatever your setup, whatever your problem, we always assign the best person to your task. Someone who knows your systems and setup. We continually train and invest in our staff, which helps retain staff for the long term.

## Accountability = Transparency

You have complete access to your online Support Management Portal. You can see the status of all tasks and time to resolution.

## Inter-Office Connectivity



Our engineers' bonuses rely on customer satisfaction. If you're not happy you can reduce their bonus and if you're happy, you increase their bonus.

## Cost savings

For over a decade, we have had experience in many business sectors, finding the best solution for the best price.

We are a reseller partner for many of the main IT brands and all clients receive a share in our reseller discount, ensuring you get hardware and software cheaper than buying direct.

## Data Recovery & Forensics



With over a decade of experience, we have developed...

...the **best practices** in business continuity, which is why we give you a **Vodafone 3G backup internet connection** for **Free**.

...the **best practices** in backup, which is why we give you **15GB of off-site backup** and the latest **on-site hard disk backup system** for **Free**.

...the **best practices** in security, which is why we give you **company-wide antivirus** for **Free**.

## Networks



## Internet



## Back-up





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## What are the **benefits?**

- Rapid response 15-minute Service Level Agreement
- 24/7 helpdesk support
- A comprehensive external IT department for your business, or
- Complementary support for your in-house IT Manager / department
- Live monitoring of your server, email, internet and network
- Support for home-workers
- Access to your company files and email worldwide
- Best practice backup and data management
- Out of office support network



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## What is included?

- On-site, telephone helpdesk and dial-in engineer support
- Client-viewable helpdesk job tracking and reporting
- Your own PRTG live 24/7 network, server and security monitoring
- Server and Client update management
- New staff setup and training
- Hardware and software auditing
- Reseller IT hardware discounts
- Out of office support network



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## What do I get for Free?

**Free** backup 3G Vodafone internet connection

**Free** antivirus cover for all servers and PCs

**Free** 15GB of Cloud backup

**Free** on-site backup: software and setup





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## The **business** benefits

- More productive staff
- Smoother running office
- Hardware and software cost savings
- Increase to your bottom line



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## Tell me more

- We have been supporting SMEs' IT for over 10 years
- We support 100s of servers and 1,000s of clients' staff
- We are a Microsoft Gold Certified Partner
- We are here to support your staff, as well as your IT



## And, if you need a final reason to call...

With the free hardware and software we supply you as standard, we will have saved you **over £2,000**.

All this cover for the price of a cup of coffee a day.

To see how we can further increase your company productivity and profitability

call **0845 521 2114** or email **julian.jordan@networkfish.com**

### Testimonial:

We appointed Network Fish to design and implement our new office IT systems and also manage our staff's requirement for day-to-day IT support. We have been very satisfied with their response and IT cover.

*– Ajay Patel - Fitzrovia Youth Association*



Fast response  
Fast fix  
Less downtime  
**Increased productivity**

