



# Prepare Priority Support from Dorset Network Solutions

Prepare yourself with a flexible support solution.

## Prepare

**Prepare is a pre-paid support solution ideally suited to small or medium businesses who need an available IT resource as and when they call upon it.**

**You simply buy a pack of our time, and use it as and when you need.**

**Prepare is designed for businesses:**

- Who need an extra resource to cover holiday or busy periods without the cost of hiring additional staff.
- Where the business is dependant on IT and a quick response is required in the event of a problem.
- That may not need day to day support but want the peace of mind that comes with having a certified engineer available for specialist help when required.
- That are confident in monitoring their own network and server, but need guaranteed support for more advanced projects.

## Features of Prepare

- A discounted hourly rate compared to React.
- Hours can be used for any IT requirement.
- No monthly charge.
- Guaranteed response times
- Monthly time usage statistics
- Time purchased never expires
- Can be upgraded to Sentinel at any time
- Telephone and email support desk
- Network documentation for your reference.
- Loyalty discount on all hardware and software sales.

## How to use Prepare:

If you are interested in the Prepare support option give us a call. A consultant will visit you to explain the service in detail. We will discuss how many hours you require and a comprehensive support contract will be provided. The contract is effective as soon as hours are purchased.

**Microsoft**  
GOLD CERTIFIED

Partner

Microsoft  
Small Business  
Specialist

- React
- **Prepare**
- Sentinel