

# REACT Support from

# Dorset Network Solutions



Support when you need it for the home or business.



## React

**React** is a pay-as-you-go service for home users or businesses with low IT support requirements. Perhaps you have some IT experience within your company but need additional resources for a project or to help in areas where you are not experienced.

React is charged at an hourly rate with no call out fee.

### What do DNS support?

As a Microsoft Certified Partner and Small Business Specialist we are ideally placed to offer the highest quality of support for Microsoft products, and third party products running on Microsoft operating systems.

Our support experience includes but is not limited to:

- All versions of Microsoft Windows on a Server, Desktop PC or laptop.
- Networking including wireless networks.
- PC and server repairs, upgrades and migration.
- Software installation and upgrades.
- Work from home solutions.
- Line of sight long range wireless networking.
- Disaster recovery from data loss and virus attack.

We also offer a very competitive hardware and software sales service.

### React is designed for:

- Business or Home users with a single PC or a small network.
- Businesses that have some IT experience in-house and only need occasional support.
- One off support, such as recovering a crashed PC, cleaning a virus or a general maintenance visit.
- Customers who want to try our services before committing to the Prepare or Sentinel service.

### How to use React support:

When you need support simply give us a call and explain your IT problem to us. We will arrange for a certified engineer to come and visit at your convenience.

**Microsoft**  
GOLD CERTIFIED  
Partner

Microsoft  
Small Business  
Specialist

- **React**
- Prepare
- Sentinel



# 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.

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# Sentinel Total Support from

## Dorset Network Solutions

24/7  
Monitoring  
and  
guaranteed  
response  
for the  
complete  
support  
package.

### Sentinel

**Sentinel is the total support package for your business, offering 24/7 monitoring and alerting, unlimited telephone, email and remote support, and inclusive on site hours. With Sentinel you are always a priority.**

The average company experiences 2 hours of downtime per week. Gartner estimates that downtime costs a typical small business £700 per hour in lost productivity. With the average company experiencing 2 hours of downtime per week this amounts to a staggering loss of £72,800 per year due to IT failure.

We believe that by introducing a proactive support solution we can minimise system downtime and the subsequent financial losses to your company.

#### Sentinel is designed for businesses:

- Who want all aspects of their IT systems managed and monitored by certified IT professionals proactively.

#### How are DNS alerted?

When a monitored network function fails our engineers are alerted by audible alert in head office, by email, and by SMS text message to their mobile phones. When an alert is received you become our highest priority.

#### Features of Sentinel

- 24/7 Network Monitoring (see below)
- A simple monthly charge by Direct Debit.
- 1 hour on site per month inclusive.
- Additional on site time is discounted.
- Unlimited telephone and email support.
- Unlimited Remote control support.
- Network Documentation for your reference.

#### What is monitored?

- Essential services and server statistics monitored in real-time including email and critical event logs.
- Daily backup monitoring.
- Anti-virus software ensuring it is up to date.
- Internet and Email usage statistics.
- Security breaches and unauthorised access attempts.
- Much much more, contact us for full details.

#### How to use Sentinel

If you are interested in the Sentinel support option give us a call. A consultant will visit you to explain the service in detail. We will document your network and make recommendations for the health of your network in the short and long term, and we will provide you with a comprehensive contract.

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