



HM Government
G-Cloud
Supplier

Microsoft
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Gold Cloud Platform
Silver Small and Midmarket Cloud Solutions
Silver Application Development
Silver Datacenter

sage

Strategic
Partner



Weekend Technical Support

Peace of mind for the 7-day-a-week business



Sage 200



Development



IT Services



Cloud



Training

- Reassuring technical support for your business at weekends
- Dedicated coverage via email, telephone and remote support
- Guaranteed one hour maximum response time
- Economical approach to receiving a great-value service



Weekend Technical Support

Peace of mind for the 7-day-a-week business



Your business doesn't close at weekends, and neither do we.

For our customers that run a six or seven day a week business operation, we offer an additional weekend service for peace of mind. As your IT support partner, we recognise that if your system is down and unable to process orders, this can lead to a significant loss of revenue. During the period of 8:30am to 5:30pm on Saturdays and Sundays, the Paradise Support Team are on call to respond to system failures or down-time. This service minimises your exposure to out-of-hours technical issues.

Mechanism

On signing up for the additional service, you will be provided with a dedicated telephone number and email address so you can contact the support team at weekends.

We will respond to you within 60 minutes.

Charging

The weekend support service is optional, and yet highly cost effective. Joining the service involves a modest weekend fee, plus an Activation Charge for each support incident logged.

The Activation Charge is equivalent to one hour at your normal technical support rate. Its purpose is to prevent the service being used for non-critical support issues, keeping your costs down. Once each job has been activated, charging is the same as your normal support rates.

Dedicated Service

This service is run by our own experienced and dedicated Paradise Support Team and you will be supported promptly and professionally, and never farmed out to an unfamiliar response company.

The technician that handles your call has the authority to escalate an issue if appropriate, including to the Paradise Senior Management Team, giving you the additional reassurance of an appropriate response to any problem.

Periodic Review

Weekend Support is offered between 8:30am and 5:30pm, not including public holidays.

To ensure the service is meeting your specific needs, usage will be monitored periodically and arrangements can be adjusted to suit.

Weekend Support will enable you to be professionally supported while you operate your business outside typical office hours - keeping employee and customer disruption to a minimum at weekends.

When your business needs to keep on working 7 days a week, you can rely on the support team at Paradise Computing to continue providing you with peace of mind.

To find out how Paradise can help your business, or to arrange a demonstration, call us today on 01604 655900 or visit our website www.paradisecomputing.co.uk



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