

## IT SUPPORT TOKENS



### What are IT Support Tokens?

IT Support Tokens are purchased in blocks to redeem against our range of IT technical support services.

**For quick response times and guaranteed service levels without a fixed contract, our IT Support Tokens are an ideal solution.**

IT Support Tokens are purchased at the start of the contract period and are **valid for 12 months**. More can be purchased during the support period at an agreed rate.

### Simplified logging of IT issues...

Once your issue is **logged**, the relevant number of tokens are deducted from your account. Your support issue is then handled by our **experienced team**.

If you have insufficient tokens remaining an **e-mail notification** is sent detailing the outstanding amount of tokens required to receive support for the issue.



**First-class technical support without a fixed contract or dedicated onsite IT staff!**

### Outstanding service...

After realising the level of support offered by **Token IT Support cover**, many businesses decide to **outsource all technical support to Adept Systems**.



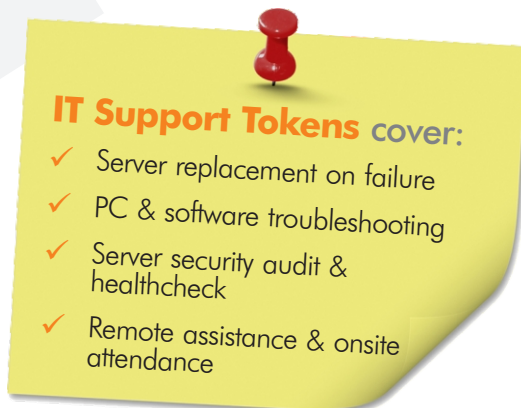
### IT support when you need it most...

IT Support Tokens are an ideal backup in times of **staff sickness** etc. If you anticipate a **relatively low level of support requirements** and want to **avoid a fixed contract**, we recommend this cover.

### Expert engineers...

We have **years of experience** with **all sizes and types of organisations**. If your in-house team can't resolve an issue, our dedicated engineers can help.

We can also guide you through our main IT Support packages - **Bronze, Silver & Gold**.



### IT Support Tokens cover:

- ✓ Server replacement on failure
- ✓ PC & software troubleshooting
- ✓ Server security audit & healthcheck
- ✓ Remote assistance & onsite attendance



**GET IN TOUCH** to find out more about our 'pay-as-you-go' technical support service...

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