



BT Business IT Support Manager

Overview:

BT Business IT Support Manager gives small businesses access to a 24/7 corporate-grade IT support from just £10 per computer, per month. It provides a specialist UK-based IT helpdesk of highly trained experts who are able to securely take control of a customer's computer and work on it remotely to solve IT problems. This helps save them time, money and hassle.

Reasons to choose IT Support Manager:

- Designed to provide corporate-grade IT support, whilst allowing SMEs to reduce and control costs
- Offers support for a range of software, including Microsoft® operating systems and Office applications, along with the computers themselves, printers, routers, modems, LANs and diagnostics for other hardware
- Once subscribed, customers can use the helpdesk for advice on installation and upgrade services or how best to use their Microsoft Office applications

Features of IT Support Manager:

- Access to fully trained IT specialists at a UK-based helpdesk 24/7 for a low monthly subscription
- Leading edge, remote access technology to securely take control of a customer's computer to solve IT problems
- Exclusive 0800 number that means customers call the helpdesk directly, minimising downtime
- BT provides IT services for more than 40,000 SME businesses in the UK
- 97% customer satisfaction¹

Price:

- £10 (excl. VAT) per computer per month (both PC and Apple Mac) or £50 (excl. VAT) per server per month²
- Pay-as-you go service that costs £25 (excl. VAT) per incident
- IT Support Manager On-Site costs from £125 (excl. VAT) for the call-out and first hour on-site

Further information:

Please visit www.bt.com/itsupportmanager

Terms and Conditions

1. Data based on average satisfaction achieved from customer survey after each ITSM support sessions in 2008. 2. Three year minimum term. One and two year terms also available.

Offices Worldwide

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PHME 58044/06/09