



Fixed Cost Menu

Introduction

Many common or essential maintenance tasks have a fixed scope and labour time. For these tasks we're proud to present our new Fixed Cost Menu. Simply choose the items that you need, and pay the price listed. Discounts are available for multiple menu items carried out in the same onsite visit. *(Note: cost of replacement or additional parts is not included in the Fixed Price Menu)*

Computer Surgery (Onsite or Remote).....£90+vat

All the checks you need to ensure your computer is running at its best, including:

Memory and Hard Disk Usage

Often, memory can be the single most cost effective upgrade to a PC, giving boosted performance. As well as checking if you'd benefit from this simple upgrade, we'll check the hard disk usage to ensure you've got plenty of space until the next Workstation Surgery *(note: cost of replacement or additional parts is not included in the Fixed Price Menu)*

Spyware Removal

If your computer is feeling more sluggish than usual, it's highly likely that you've been overrun with Spyware. Whilst innocently browsing the web, even at supposedly trustable websites, software is constantly being installed on your computer without your knowledge. Mostly it's harmless, but sometimes either through design or fault, it slows your computer down. Our tools comprehensively find and remove all Spyware on your computer, returning it to its former glory.

Optimised Startup Programs and Services

As more and more software is installed on your computer, you'll find it begins to slow down. The main reason is due to certain applications installing "helpers" and background services that load when the computer starts up. Most times these background services aren't required for correct functionality and merely serve to slow down your computer and waste its precious resources. We will identify and safely prevent redundant services and helpers from starting at startup, without compromising the functionality of your computer.

Backups and System Restore

We'll check that data on your computer is being backed up appropriately, as well as ensuring that the built in tools that help us to recover a corrupt pc are in place and working correctly. We can't stress enough the importance of regular, comprehensive backup. If you're not saving files to a backed up file store, then you run the risk of losing that data permanently. We can identify these exceptions and help ensure data is never lost.

Latest Updates

We'll ensure that both the operating system and the installed applications all have the latest updates applied to improve security, reliability and functionality.

Latest Drivers

We'll check all the major components in your computer (graphics, motherboard etc) to see if newer drivers are available. The latest drivers improve reliability and performance.

Event Log

We'll go through your computers Event Log in detail, fixing all critical and warning events that are necessary. As with Updates and Drivers, this will increase both the reliability and performance of your computer.

Windows Server 2000 / 2003 Surgery (Remote / Out of Hours).....£160+vat

All the benefits of *Computer Surgery* with the following additional checks:

Disk Storage Health Check

We'll check the storage technology on your server (typically RAID) to ensure that all disks are running properly. Sometimes a server can have a disk failure and continue running on the remaining disks. However, that leaves no further redundant disks. We'll check and order a replacement disk if required (*note: cost of replacement or additional parts is not included in the Fixed Price Menu*)

Backup Solution

We'll check the health and capacity of your backup solution. If your backups are getting near capacity we'll be able to advise the best course of action (usually either archival of old data, or upgrading the backup solution).

Disk Space Cleanup

We'll delete all old log files, downloads etc, to ensure there is the maximum space available on your servers hard disks.

Performance Check

We'll run performance monitoring software on your server for a period of time, and see if there are any areas that would benefit from being upgraded in any area.

Licensing

We'll check all licensing is adequate, and that you're running within the licensing requirements for Microsoft. (i.e. the number of users allowed to connect to the server)

Exchange Server 2000 / 2003 Surgery (Remote).....£30+vat

This is a special check, just for Exchange Server 2000 or 2003. The following checks are undertaken:

SMTP Queues

We examine your outbound mail queues in detail to see if there is any abnormal behaviour. This might be caused by Spyware infections on users PCs, constant streams of spam hitting your server or several other conditions. We'll be able to advise the best course of action for any issue found.

Anti-Spam Software

We'll check your Anti-Spam software is running correctly, and getting the latest updates each day.

Check Mailboxes

Exchange Server has a mailstore size limit, and also performance deteriorates with users mailboxes being over 2 GB in size. We'll identify users with over 2 GB used, and start projects to archive those users to offline PST archive files.

Mailstore Storage Disk Free Space

If the disk partition that the mailstore resides on runs out of disk space, this can cause major issues with your mail server. We'll check there's adequate space for growth. If required we'll recommend an archival and offline defragmentation of your mailstore to free up enough space.

Small Business Server 2003 Surgery.....£170+vat

All the benefits of *Computer Surgery*, *Windows Server Surgery* and *Exchange Server Surgery* rolled into a single, affordable, comprehensive package especially for clients running Small Business Server 2003.

Mailbox Archival (up to 10 mailboxes).....£180+vat

We'll archive all users mailboxes over 2GB to offline PST folders. The PST files will be archived to 3 copies on DVD, and the files put on the server in an area that isn't backed up each evening. For more than 10 mailboxes to be archived, please ask us for a custom fixed price quote for this job.

Offline Exchange Mailstore Defragmentation (remote out of hours).....£120+vat

If your Exchange Server mailstore needs an offline defrag, we can carry this out over a weekend. It typically means your mail server will be unavailable for the majority of the weekend whilst the offline defrag takes place. Offline defrag is really only useful after a Mailbox Archival has been undertaken, or no disk space will be reclaimed.

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