

Pay per minute - IT Support

Avanta have partnered with established IT support provider ihotdesk to offer a pay per minute IT support service, giving you access to high quality technical support with fast response when you need it, whether this is remote or desk side in your office.

The key benefits of pay per minute IT support are:



Fast remote access where our skilled Microsoft consultants can take control of your PCs to resolve your IT problems quickly.



Assistance with your everyday issues such as; Microsoft Office troubleshooting (including Excel, Word, Outlook, PowerPoint, Access), troubleshooting email problems. No problem is too small.



Dedicated help desk that takes care of any IT issues or problems that you have, 8am to 6pm, Monday to Friday, so you have expertise on hand when you need it.



New setups and installations such as configuring your company network (network security and antivirus), setting up printers (all makes and models), configuring firewalls & switches.

Remote IT Support

60 minutes per month	£60 / month	Additional minutes charged at £1.50 per minute. Minimum signup period is 3 months.
90 minutes per month	£90 / month	
120 minutes per month	£120 / month	

On-site IT Support

Per Hour Rate (1 hour)	£90	Please allow up to 48 hours if you require an onsite engineer.
Half Day (3.5 hours)	£250	
Full Day (7 hours)	£500	

Getting Started IT Support

On site setup of IT systems for new businesses	from £250	Service can include some or all of the steps required to setup up a small business IT environment. Call for a solution now. Price based on half-day on-site support rate.
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For more information and full details, email avanta@ihotdesk.com, call **08000 321 000** or visit www.ihotdesk.com/avanta

ihotdesk can provide bespoke IT services including server hosting and management. Please don't hesitate to contact them direct to discuss your requirements. Unused minutes will expire on the 25th of each month. All prices exclude VAT.