

Business IT Support

Dolphin Computer Upgrades Ltd have over 10 years of hands-on experience in helping SMEs manage and make the best use of their IT systems.

Technology is an integral part of any business, and you need your technology to work for you not against you. We provide you with your own virtual IT department. From new hardware to current system repairs; from an onsite engineer to remote computer help-desk; from upgrades through to entire new office setups, Dolphin are there to make your IT as stress-free as possible.

Our services include, but are not exclusive to:

- ✓ Computer Repairs
- ✓ Printer Repairs
- ✓ Software Provision
- ✓ New Hardware
- ✓ Virus Prevention/Removal
- ✓ Data Backups/Recovery
- ✓ Security Reviews & Training
- ✓ Office Installations
- ✓ Networks & Cabling
- ✓ Email and Telecoms Solutions
- ✓ IP Security Cameras
- ✓ Door Entry Systems
- ✓ Data Archiving
- ✓ Remote Support Help Desk
- ✓ Onsite Support
- ✓ Disaster Recovery Procedures/Planning
- ✓ IT Consultancy/Reviews
- ✓ Cloud Solutions
- ✓ Web Hosting/Design/Management
- ✓ Digital/Email Marketing



If you require help with your IT, from just the odd little thing through to requiring total solutions, please get in touch to see how we can make your business run a little smoother.



Support Line:
01273 248871



help@dolphinupgrades.com



www.dolphinupgrades.com

Support Plans

	Level One	Level Two	Level Three	PAYG*
Unlimited Telephone Support For Existing Hardware	✓	✓	✓	✓
Unlimited Remote Support	✓	✓	✓	✓
Weekly Backup Check	✓	✓	✓	✓
Windows Updates	✓	✓	✓	✓
Virus Log Management	✓	✓	✓	✓
Existing Software Updates	✓	✓	✓	✓
Discounted Out of Contract Work	✓	✓	✓	✓
Disaster Recovery Plan		✓	✓	✓
ISP Management		✓	✓	✓
Domain Name Management		✓	✓	✓
Application Deployment		✓	✓	✓
Onsite Support, No Travel or Expenses			✓	✓**
New Equipment Installs			✓	✓
Asset Register			✓	✓
Strategy Planning			✓	✓
Space Monitoring			✓	✓
Backup Test - 6 Month Simulation			✓	✓
PAT Test			✓	✓

*PAYG services are subject to separate charges. **Onsite Support for PAYG is limited to Geographic areas
Terms and Conditions applicable on all the above



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