

# MAC.NETWORK

pc.mac.system.support



**GET  
CONNECTED**

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**MAC.NETWORK** provides first line support for your Studio Network, including -all Apple equipment, Windows Servers, RIPs and Workstations, Network Cabling and Switches, Internet communications and Email, Software Applications, Output devices (Imagesetters, Printers and CTP).

**MAC.NETWORK** also provide web design & publishing services through [jumpingspider.co.uk](http://jumpingspider.co.uk).

**MAC.NETWORK** helps your company stay focused on its core business without the all too frequent distractions, which can arise from broken or failing IT systems. (see Support Contracts)

**MAC.NETWORK** can act as independent advisers - coordinating third party suppliers & service providers to meet your needs.

**MAC.NETWORK** provide ad-hoc telephone support, on-Site service, installation and training.

**MAC.NETWORK** Support Contracts are designed to let your company stay focused on its core business without the all too frequent distractions which can arise from broken or failing IT systems. Look at the benefits of our support contract:

- free independent advice on buying new equipment.
- new equipment installed by us will be covered free of charge for the remaining period of the contract.
- we coordinate third party suppliers & service providers to meet your needs.
- you buy new equipment at the best possible price from any source.
- installation and training on new equipment is available with no extra call-out charges.
- service agreements, covering hardware & software will be tailored to meet your specific requirements.

## Scale of charges ~ Sep 2007

- Pre-booked 8 hour day on site ~ £352.
- Ad-hoc call out £44/hr travel ~ £44/hr on-site.
- Workshop service ~ £22 / half hour
- Telephone support ~ £11 / 15mins
- Remote troubleshooting £5 / 5mins
- Technical support also available via email ~ £11/incident
- Server installation £500/day.

terms and conditions apply ~ available on request

support services and IT solutions for pre-press & creative studios, design, marketing and PR agencies.