



MAC.NETWORK

one less layer of complexity

Since 2003 **MAC.NETWORK** has been providing IT support to users of Macs and PCs. Our typical customers are Designers, Printers, PR Agencies and Home Workers. We provide first line support for your Studio Network, including - all Apple equipment, Windows Servers and Workstations, Network Infrastructure, Internet and Email, Software Applications, Output devices (Imagesetters, Printers and CTP).

SYSTEMS INTEGRATION MAKES THE NETWORK WORK FOR YOU

Our philosophy is different - often it seems that the IT professionals' only role is to restrict users from doing something that might break their computer but we are more concerned with enabling people. We want to help users to get the most out of their systems and cost effectively meet or exceed their expectations.

Effective IT support is about taking an holistic approach to problems and solutions. Printing issues for instance are rarely caused by faulty printers and networking failures usually have nothing to do with cabling faults, understanding the integration of all IT resources is key.

We act as independent advisers - where necessary coordinating third party suppliers and service providers to meet your needs. We do not sell hardware or software so you can be sure our advice is impartial, not skewed by profit margins or stock levels!

MAC.NETWORK provide ad-hoc telephone support, remote diagnostics, on-site service, installation and training.



A full Support Contract will allow a more pro-active approach to systems support. We can monitor data backups & server logs and help plan your company's IT strategy allowing your staff to stay focused on its core business without the all too frequent distractions which can arise from broken or failing IT systems. Some of the benefits are:

- direct dial or email to a qualified engineer up to 24/7
- service agreements covering hardware & software will be tailored to meet your specific requirements.
- free independent advice on buying new equipment - you buy at the best possible price and from any source.
- new equipment installed by us will be covered free of charge for the remaining period of the contract.
- installation and training on new equipment with no extra call-out charge.

The debate about whether MacOS or Windows is best will never go away but here at MAC.NETWORK we happily embrace both platforms. Computers are tools and we believe you can't have too many tools in your toolbox!

With OSX you will be able to share files and printers with Windows PCs and use Entourage to get the full range of services from MS Exchange Mail Server. MS Office uses the same document formats on both Windows and Mac OS X.

It's your choice - both get the job done but in different ways. Both have their uses and we can't agree that one is better than the other.



Scale of charges ~ Mar 2009

- 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