

Choose the right proactive IT support for you

Trust Probrand's expertise to support your IT estate

When the successful running of your business hinges on specific hardware or individual software programs running smoothly, their unexpected failure can be disastrous. With our software and hardware support, simply give us a list of your business-critical software and hardware, and get in touch with one of our fully certified engineers for some technical expertise whenever there's a problem. Or outsource your IT support to Probrand completely for total peace of mind.

Software and hardware support

You have a list of IT equipment you want supported, for an annual or monthly payment.

Benefits

- Fixed overhead for the year
- If you have an issue just book a call
- Make as many calls as you want
- Multiple service level agreements to fit different budgets
- Annual or monthly payment plans

Features

- Cost covers support for all software and hardware
- Also known as a break-fix contract
- Can include parts and labour for repair under agreement
- Can cover peripheral hardware i.e. switches, firewalls etc.
- Choose 2, 4, 8 hour next day and 24 hour SLAs
- Upgradeable to fully managed service at any time

Fully managed support

Outsource your IT support or go a step further and outsource all IT management to Probrand.

Benefits

- Total proactivity - spots and fixes issues without you even noticing
- Less hassle
- Less downtime
- Increased staff productivity
- Fixes, cuts and controls costs
- Automates security and compliance
- Reduces Total Cost of Ownership
- Extends IT lifecycle by up to 50%
- Transparency and flexibility of contract
- Ongoing contract review to match support to your changing business needs

Features

- Goes way beyond hardware and software support.
- Proprietary software installed for 24/7/365 monitoring - enables prediction and fix before fail
- Backup monitoring
- Power, patch, asset management
- Antivirus checks
- Seamless remote management
- Management reports

Talk to us about a range of IT services, including Cloud Backup, Network and Wireless LAN Services.

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Comparison matrix

Each approach provides varying levels of proactive support, price matched to your needs based on Service Level Agreements and objectives.

	Software and Hardware Support	Fully managed Support
Low initial cost	●	●
Fixed & Predictable Cost	●	●
Guaranteed Response 8 hour	●	●
Guaranteed Response 4 hour	●	●
Guaranteed Response 2 hour	●	●
Flexible	●	●
On & Off-Site Support	●	●
Technical Advisory Service	●	●
Dedicated Account Management	●	●
Value for Money	●	●
Unlimited Support	●	●
Optional 24/7 Cover	●	●
Loan Equipment	●	●
Favourable Payment Terms	●	●
Asset Tagging & Management	●	●
24/7 365 Monitoring		●
Back-up Monitoring		●
Preventive Maintenance		●
6 Weekly Optimisation		●
SMART Defrag		●
Automated Patch Management		●
Reduced Total Cost of Ownership		●
Improved Return on Investment		●
Exchange Monitoring		●
Monthly Management Reports		●
Bandwidth Usage Tracking		●
Licence Compliance Tracking		●
System Audits		●
Seamless Remote Management		●
Audited Remote Control		●
Power Management Optimisation		●
Application Deployment		●
Back-up & Disaster Recovery	●	●
Upgrade for Life Membership Program		●
Over 100 Years best Practices Experience	●	●
User Screen Monitoring		●

What our customers say



We decide how and where our money is spent and have seen real savings already on previous contracts.



Paul Pearce, Sea Products International Ltd



The fully managed support service has paid for itself many times over.



Andrew Jones, S Jones Containers

Why choose Probrand?

- Probrand is your digital marketplace for hassle-free procurement of IT products, services and solutions, backed by sector specialists and technical experts
- Decades of hands-on infrastructure experience
- Award-winning technical service excellence
- Dedicated technical team to support you on budget and with minimal business disruption
- A controlled, low risk action plan

Ask us to tailor a support package that best suits your business.