



Key facts you should know when considering choosing HCS as your IT solutions provider.

Overview

- Established since 1994
- Offices in Waterford & Cork
- A team of over 20 employees
- Leading supplier of IT solutions
- World recognised accreditations
- Unique customer care programme

Wide Range of Services Available

- IT Support & Managed Services
- Mobility Solutions
- Wireless Solutions
- Information Sharing Solutions
- Accounting Solutions
- Networking Solutions
- Microsoft Server & Desktop Solutions
- DR & Virtualisation Solutions
- Retail Solutions
- CRM Solutions
- Document Management Solutions
- Web & Ecommerce Solutions
- IP Telephony Solutions
- IT Software & Hardware Products
- Bespoke Software Solutions

Supporting Industries Including

- Hotels
- Accountants
- Solicitors
- Estate Agents
- Retail Business
- Car Dealerships
- Government Bodies
- Education Services
- Distribution & Manufacturing

Accreditations

- Microsoft Gold Partner
- Microsoft Small Business Specialist
- Dell Registered Partner
- VMWare Enterprise Partner
- Mamut Platinum Partner
- Cisco Select Partner
- Citrix Access Partner
- ADC Krone Trunet Integrator
- Zultys Certified Partner

Contact us at

Waterford:

Unit 4b, Cleaboy Business Park, Old Kilmeaden Road, Waterford, Ireland.
t: +353-51-595200 | f: +353-51-595210
e: sales@hcs.ie | w: www.hcs.ie

Cork:

Penthouse Floor, 5 Lapp Quay, Cork.
t: +353-21 4943987 | f: +353-21 4943950

Support & Service Contract Options

HCS Business Solutions offers you a range of flexible IT support contracts to choose from all stamped with our Excellence service quality programme. Outsourcing your IT support allows you to focus on your business while removing the headache of day to day technology issues.

For many companies the overall success of their business will depend on the quality and strength of its IT infrastructure. A well managed IT system will ensure that you have increased performance and reliability all within a price range that suits your budget.

Our flexible range of support contracts are structured to provide you with real value, no time wasting and allows you to get on with what you are best at... managing and running your business.



This level of support is ideally suited for businesses who:

- Have a large dependency on IT but does not have the internal expertise.
- Want to have a total fixed price solution with no unforeseen extra costs.
- Want a managed approach to dealing with support issues.
- Want the guarantee of committed response times.
- Want a proactive approach to its IT in order to minimise downtime.

Its main features are:

- Provision of technical support via phone, email and remotely.
- Priority response levels guaranteed.
- Proactive maintenance checks.
- Working within a fixed price contract and no hidden surprises.
- Have routine maintenance and checks carried out regularly.
- 24x7x365 monitoring of systems.
- Active account management.



This level of support is ideally suited for businesses who:

- Want to outsource the administration and maintenance of their IT infrastructure.
- Want a managed approach to dealing with support issues.

- Want the guarantee of committed response times.
- Want a proactive approach to its IT in order to minimise downtime.
- Its features are the same as that of the Gold level however call outs to site are chargeable.



This level of support is ideally suited for businesses who:

- Have a technically proficient person amongst their staff that provides all first line IT support.
- Want a managed approach to dealing with support issues as a backup.

- Want the guarantee of committed response times.
- Are happy to pay for all callouts when required.
- Its features are primarily the provision of technical support via phone email and remote support within a priority response guarantee.



For those who want to manage costs and still have the insurance policy of knowing they have support at the end of a line.

PAYG is proving to be popular with those companies on a budget or corporates who wish to use their budgets by buying time in advance for adhoc critical requirements. PAYG is made up of units of time

with each unit representing 1 half hour time period. Units will be used to resolve any incident which involves telephone, email, remote or on-site response. Units never expire. It eliminates the necessity for a fixed price contract. It allows customers to purchase support bundles as and when they are needed. Units can be purchased in units of 10, 20, 40 & 60 Units.