**GrönteQ User support services**

With GrönteQ IT Solutions, you get a single dedicated partner for software, hardware, and user support. We provide our support packages, with a focus on practice efficiency and minimised downtime. With our Pay-As-You-Go and flat fee User Support packages, you receive remote and onsite IT support covering monitoring, maintenance, backup data protection, and experienced tech support.

Sign up for any of our User Support Services and your users will be a phone call or email away from receiving the high quality desktop support they need. By using the latest support software tools, we can offer remote support as well as on-premises support through all of all support packages. The remote support makes it possible for us to assist you even when you are on business trips away from the office.

Combine our User Desktop Support with our Network &Server support packages for maximizing support quality and value for money

# Bronze

Per month: AED 1200 + 300 / user

Description: The bronze package is a Pay-As-You-Go service. It is suitable for business environments that would require on-demand reactive user support.

Summary

1. We will install remote sw on users’ PCs
2. Support requests through email and phone
3. Support delivered work days and work hours. Physical visit to your office included whenever a remote support is not sufficient
4. Support is delivered on a Pay-As-You-Go basis; AED 300 / hour

# Silver

Per month: AED 2000 + 1500 / user

Description: The Silver package is a flat fee service. It also includes in-depth preventive maintenance of your users PCs or Laptops. It is suitable for business environments that would require high quality proactive user support yet want to avoid a variable monthly user support cost.

Summary:

1. We will install remote sw on PCs
2. Support requests through email and phone
3. Support delivered work days and work hours. Physical visit to your office included whenever a remote support is not sufficient
4. Periodic remote maintenance on PCs (service pack, health check, etc.)
5. Mac support
6. All support hours spent are included at no additional cost

# Gold

Per month: AED 2000 + 1700 / user

Description: The Gold package is a flat fee service. As with Silver package, it includes in-depth preventive maintenance of your users PCs or Laptops. However it also includes comprehensive hosted Microsoft Exchange email services, Microsoft SharePoint services, and Microsoft Office 2013 licenses for all included users (all mentioned applications always latest versions). It is suitable for business environments that would require total care, A to Z high quality proactive user support yet want to avoid a variable monthly user support and IT software and services cost.

Summary:

1. We will install remote sw on PCs
2. Support requests through email and phone
3. Support delivered work days and work hours. Physical visit to your office included whenever a remote support is not sufficient
4. Periodic remote maintenance on PCs (service pack, health check, etc.)
5. Mac support
6. Microsoft exchange mailboxes + Microsoft SharePoint + Microsoft Office 2013 for all included users
7. All support hours spent are included at no additional cost

**Tailor-made User Support:**

We would tailor-make our User Support, if your business would require so. We would attend meetings with you to hear you and understand your concerns, analyse your requirement and recommend the right level of support for ultimate alignment with your business objectives. Even with a tailor-made User Support plan, we would be able to provide you with both Pay-As-You-Go and fixed monthly fee approaches.