

SpearCheckIT

IT Improvement Initiative

Service Overview v1.0

What is SpearCheckIT?

SpearCheckIT is our IT healthcheck review service. We are **supporting initiatives** being advocated by business and professional organisations, who recognise that small and medium-sized enterprises today, are faced with serious issues regarding their IT systems and data security. Our Initiative is geared to promote “best practice”, enhancing productivity and the overall competitiveness of UK SMEs by improving IT systems.

What are the costs?

This is a completely free, no obligation service that has been designed to help you make informed decisions about how to maximise the benefits of IT in your business.

The only cost to you is your time; 2 appointments, each lasting approximately 60 minutes. The first is for us to understand your current IT situation and to set-up the IT healthcheck software, the second is to present your report and review the findings and make recommendations – that’s it!

What is reviewed?

Security – How secure are your computers and/or network from external and internal attack?

Antivirus – Is your Antivirus working efficiently, is it **up-to-date** and providing comprehensive protection for your computers?

Firewall – Is your business **exposed** to the predatory threats of computer hackers and other **Internet security threats**?

IT Audit – An audit of your computer systems providing a summary of your current IT set-up so you can make informed decisions

Computer Operating Systems – are they up-to-date with the latest critical patches created to minimise flaws in Microsoft operating software?

Software Compliance – Are you exposed to potential prosecution from Microsoft and is your business using the correct software?

Computer Performance – How is your system performing now and do your computers have sufficient memory to work efficiently?

Data Backup & Recovery – Are you at risk of data loss?

Performance Review - What improvements could be made to enhance productivity?

What are the benefits?

Free Consultation – One of our Local IT Consultants will visit you to gain an understanding of your business and to set-up the free healthcheck review.

Guarantee – We guarantee to provide you suggestions on how you could improve your IT systems.

Review – We aim for our IT consultants to deliver your healthcheck review highlighting the way’s you could improve the IT systems in your business, within 14 days.

SpearCheckIT Charter – We have put together a client charter, which highlights our commitment to providing an excellent service to small and medium-sized businesses.

All this is FREE, with no hidden costs and no obligation.

What do you do next?

To find out if you qualify for **SpearCheckIT**, you need to contact Spear via **Email: info@spearcheckit.com** or on our **Customer Hotline 0870 766 2478** and we will be happy to arrange an appointment for one of our local representatives to visit your business.

For more information on our IT Improvement Initiative and to view our online presentation visit

www.spearcheckit.com

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Client Charter

Our Aim

The aim of the SpearCheckIT Service is to perform an analysis of your PCs and IT network so we can gain an understanding of your current IT systems performance and security. We will then present you with our findings and make recommendations on how you can improve your current IT set-up.

We only offer this service to selected small and medium-sized enterprises in the UK who meet our qualifying criteria.

Our Expertise

- We only employ highly qualified IT technicians to work within our Technical Assistance Centre.
- All of our Technical Assistance Centre IT experts are qualified to at least MCSE (Microsoft Certified Engineer) level.
- We use a secure cutting-edge software solution to perform the IT Health Check.
- The SpearCheckIT consultation is delivered by a Spear PC employee or an appointed and fully trained Spear IT consultant.

Completely Secure

- Security and integrity is of paramount importance to our business and our clients.
- Under no circumstances will we pass on your details to a third party outside of the Spear Business Group.
- Our software is completely unobtrusive and will only monitor and assess the performance of your operating systems, networks and security of your IT systems. We will not access any of your business information. If you ask us to fix a fault with your system we are completely transparent and you can see exactly what our technicians are doing by viewing your computer monitors.
- SpearCheckIT software operates on an outbound basis to ensure no hackers can access your systems through our secure channel.
- All Spear Technical Assistance Centre employees are bound by contract to protect the privacy of our clients. If you would like further protection you can at any time disable the link between our technicians and your systems.
- For your additional protection the system is set up to ask your permission before our technicians fix any faults on your behalf.



*SpearPC is a member
of Spear Business Group
an ISO registered firm*



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