



PLT

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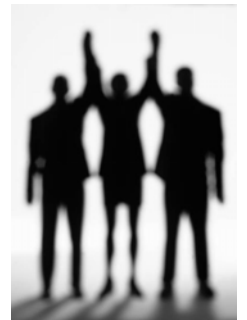
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About Us

We provide the range of services you need to keep your IT infrastructure running smoothly. Our services are tailored to suit your business, as well as providing home PC services too. We offer our clients a genuine choice when it comes to maintaining or planning their office and IT infrastructures, and are committed to providing old-fashioned attention to detail in a highly modern, technical and challenging marketplace. We have a broad client base to whom we give an excellent service to the highest standards.

The Team

We employ a dedicated team of experienced, highly trained and dedicated engineers. We look for certain qualities in our staff over and above pure technical expertise. Our services are an imperfect science and with the best will in the world things don't always go exactly to plan. Right from the interview stage, we look for the kind of people who are calm under pressure, and who are able to think on their feet when a fresh approach is needed and time is critical. We understand that technical expertise alone is not enough in today's demanding business environment.



Our experienced Directors are always on-hand to discuss your requirements, help you plan your on-going IT and office strategy, provide quotations, answer questions, and be the plain-speaking interface between you and our technical staff.

IT Support

We recognise that not all businesses can afford the luxury of a full time IT Support person. To that end, we aim to give you the assistance you need whilst you can concentrate on your core business activities. You may be a small start-up company that just wants a simple ad hoc pay as you go service, or you may be a medium sized business who wants to completely outsource the development and support of your IT systems. Whatever your requirement we can offer a support scenario to suit your business.

IT SUPPORT FOR YOUR BUSINESS

Today, computers are a necessity to do business. And, to a great extent, they just work - most of the time. But, as your business grows and you begin to push the limits of your computer system, a bit of help can be just the thing to give you an edge. IT support from us gives you exactly that help. Working with businesses of every type and size, in every case our aim is identical - to provide the best IT support. Good IT support is really no more or less than business



support, taking away headaches and irritations and using technology to help you achieve your objectives as quickly and efficiently as possible.

SO, HOW DOES IT WORK?

It's your choice, pay-as-you-go or a fixed fee contract, based on the number of PCs, servers, other devices and offices covered by the support contract, we provide a fully comprehensive IT Support service. There are no surprise bills - ever. If you need additional work beyond the scope of the contract, we will agree the price with you in writing and in advance and ask for your agreement before proceeding.

INITIAL SET UP

Our transparent and predictable pricing policy is designed to ensure that our interests and yours remain closely aligned. It is every bit as much in our interest as yours that you should have the smoothest possible and most efficient IT system. After all, if your IT is not doing what you require it is up to us to fix it. In order to provide the level of service we do we need to carry out an initial system set up - in some cases involving an upgrade of your equipment. As with the support contract the initial set up is charged on a flat fee basis determined by the equipment involved. The set up phase is also used to ensure that we can adequately support your systems.

THE SUPPORT CONTRACT

The initial contract term is 12 months, though you can cancel at any time on three month's notice. Prices are fixed for the duration of the contract. After the first year, clients can renew for two years thereby locking in their pricing. Contract fees are payable monthly in advance.

REMOTE MONITORING

The key to good network health is constant monitoring of key health indicators of your system. We monitor server usage and performance, your broadband connection and the anti-virus and security status of all of your systems. As a rule we can identify and repair problems before they impact on your staff.

THE SUPPORT OPTIONS

We offer 3 main levels of support, and each of them can be tailored to suit your individual needs. Dependent upon your contract level, support is provided Monday to Friday 8.30am to 5.30pm, any support required outside of the terms of the contract is chargeable. See below for a basic explanation of each level.

Support Option 1: Ad Hoc "Pay As You Go"

A simple pay as you go service. Competitive hourly rates, remote support or minimum call-out charge for site visits, thereafter charged by the hour.

Support Option 2: Remote Support Agreement

Most modern networks allow effective remote support right through to the individual desktops, as well as the server(s) and general network infrastructure. The majority of system problems can now be resolved remotely. The Remote Support Agreement gives unlimited problem solving support by either remote connection or telephone, for a competitive fixed monthly fee based on the size of your system.

As part of the agreement we will carry out remotely a quarterly routine server and infrastructure system checks including hard disk capacity, anti-virus updates, tape back-up and event viewer logs. Under the Remote Support Agreement any site visits required are chargeable at further discounted rates.

Support Option 3: Premium "Cover All"

Designed to give complete peace of mind, and could be considered as a lower cost alternative to employing your own in-house IT personnel. For a fixed monthly fee based on the size of your system, this agreement gives unlimited telephone, remote and on-site support to resolve all system problems. Additional hours of support are also provided for critical problems.

The initial response time for critical server problems is within 30 minutes as part of this agreement. It also includes simple administration tasks such as adding or removing users, setting up new email addresses, etc.

The agreement includes the quarterly remote system checks shown in Option 2, plus a monthly on-site meeting to provide reports on all support activity, and opportunities to discuss any issues or improvements for system development.

IT Installation

Whether you require a system upgrade, a brand new installation, a few more PCs or an additional server: our planning and installation service covers the lot. All of our solutions are built to Microsoft Standards and are designed and installed by a Microsoft Certified Systems Engineer.



Businesses will sometimes stick with outmoded and dysfunctional IT systems; finding work-around after short-term fix, just because of the scale of disruption involved in changing - not to mention the nightmare of figuring out costs, timescales and fall-back plans. That's where we come in and why we have developed our stand-alone installation service.

We will spend time understanding your business and existing systems and meeting with key members of staff to determine the most cost-effective and least disruptive upgrade, installation or migration plan. We will identify the required hardware and software and either procure it on your behalf or guide you through buying it yourself making use of our industry contacts to get the best prices.



We will prepare a written plan detailing the start and finish times for the project and showing how your business will continue functioning throughout the changeover. We will also detail the too often neglected consideration of a fall-back mechanism should the changeover project run into difficulties. Before work starts we will run through all plans with you ensuring that all key areas are covered. We will agree the project delivery milestones and a clear point at which the job is considered to be finished.

Having agreed everything with you we will brief our engineers and, before you know it, your IT changeover project will be completed. As a rule we can manage even the biggest installation in a weekend with any few remaining snagging problems eliminated during the following week. You go home on Friday and return to your brand new fully-functioning IT system on Monday morning.

After the installation is complete you can still call on us for help and advice. The same engineers who installed your system can be made available to help in the future using the documentation prepared during the planning and installation phase. Even without a support contract you can rest-assured that you can call on our expertise whenever required.

Wireless

The introduction of faster wireless network equipment is an exciting prospect for companies and individuals wishing to take advantage of flexible working. When cabling restrictions apply or perhaps short-term lease or temporary office space is being utilised, the latest Wireless LAN equipment is highly secure, if installed correctly, and provides a quick and effective solution.



Laptop users are able to “hot desk” and move from one room to another whilst maintaining full network and Internet access, without the need to be physically plugged into the network.

The many benefits of wireless networking have also introduced a series of security issues for companies using the technology. Our trained engineers are able to design and implement your wireless network, installing everything with the security of your corporate data as priority, yet not compromising on the speeds the latest equipment can offer.

An added benefit of wireless networking is that can be integrated into a fully cabled network to only offer those access to the facility who really need it, and leave the rest of the network undisturbed.

Commercial Electrics

Having enough power points is often overlooked when planning office layout and design. Whether you require new contemporary display lighting or you are looking for total refurbishment of your offices, industrial warehouses, shops or commercial premises, we can provide a full design and specification service to all clients for electrical cabling.



Our electrical engineers are qualified to 17th edition, as certified by the Institute of Electrical Engineers (IEE) which enables us to offer the highest levels of service.

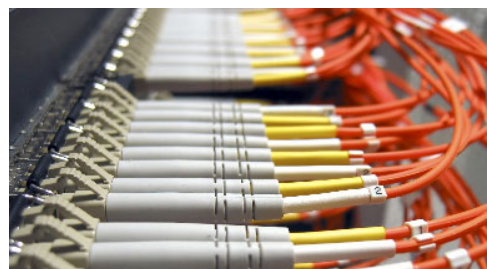
Data cabling - Cat5e, Cat6 & 10G



Cat5e & Cat6 are the most widely used cable type on local area computer and telecoms networks. Whether you need to flood wire your new office or you are planning an office move around to make more space for additional employees, we can help you with our thorough professional service. We can project manage the whole operation from the initial design of the network right through to full implementation, leaving you with peace of mind to concentrate on the running of your business. The recent introduction of 10G can really future proof your network for use with tomorrows technology with speeds of up to a massive 10 Gigabit per second.

Fibre Optics

Fibre Optic cabling is a fast and very secure way to connect adjacent buildings or offices on different floors of the same building. The broad bandwidth provided by fibre optics makes it the technology of tomorrow. We offer complete design, installation testing and commissioning services. All fibre installations are tailored to individuals current network requirements with expansion and future proofing built in to the overall design.



Telecoms Cabling



We can carry out all associated cabling work to get your telephone system up and running.

Whether you need your lines terminated within a patch panel in your data cab, a new DP installed, or need your lines tracing and testing, our engineers have the skills and technology required to connect your company.

Office Moves



If you are moving office or simply reorganising your existing office, moving the IT infrastructure needs careful planning and the list of potential problems is almost endless. Back-up plans need to be considered. What if vital equipment such as a server doesn't spring back to life when switched on in its new location?

We will safely disconnect all IT equipment and reinstall it at your new location. If you choose to get us involved from the early stages we can project manage the IT and telephone system move. If required we will liaise with your telecoms supplier on your behalf to reduce any possible downtime during telephone line changes. We

can also install new data and voice cabling, electrical points and lighting, and also suggest any enhancements that may be worthwhile as part of the office move.

Web Site Design & Hosting

We work with local businesses so that we can give you the best possible service. We believe that in order to produce a good web site it is essential to understand the client's needs. Working locally allows us to have an initial meeting so that we can fully understand your business and your particular needs and to have follow-up meetings when required. So whether you require just a basic web site or a bespoke e-commerce web, the result is that you will get a website that meets your expectations and that is produced as quickly as possible.



What our clients have to say ...

"Thank you so much for all your help during the move. You were great. Your side of things went very smoothly indeed!"

- Kate Fisher, The Local Futures Group, (London)

"I never got the chance to thank you for your excellent help in getting us up and operational so quickly"

- Peter Grueber, Managing Director, European Warehousing and Distribution (Ipswich, Suffolk)

"It has been a pleasure to come across a company with whom you can build a strong working relationship carrying you through all the challenges you find with IT. PLT maintains our IT systems on a daily basis and quite frankly we never really have any problems. Installation of new software is painless and quick and miraculously it always seems to work first time - if there are problems I at least have never seen them. In addition PLT has developed some bespoke applications which have helped us tremendously. The expected teething problems were fixed no matter what day of the week or time of day, promptly and without hesitation. Ongoing requests are fulfilled equally promptly. How many IT consultants do you know who answer an email sent at 11.00pm by 11.05pm?"

- Dirk Van Dijk, Acting Finance Director, LPW Group (Hornchurch, Essex)