



Now *Solutions*

Info Pack



Introduction

Now Solutions is a dynamic company that offers a variety of IT services for small to medium sized businesses. This info pack describes the spectrum of products and services that are available to our customers.

Our Services

IT Consultancy Services

- Unlimited Telephone Support
- Ad-hoc IT Consultancy
- Server Monitoring

Web Services

- Design Services
- Hosting Services

Our Products

- Arrow Search

In the next pages we describe our products and services in more detail.

For up to date information on all our services, please see our website at www.nowsolutions.co.uk

This Info pack is for information purposes only. Now Solutions services are subject to Terms and Conditions which can be provided on request.



IT Consultancy Services

1. Unlimited Telephone Support

Our Unlimited Telephone Support offers the ultimate peace of mind:

- A support agent will be on call during office hours to help troubleshoot customers' problems or issues over the phone
- The agent has the ability to connect to customers' workstations remotely to assist with the support call

Pricing

Pricing for Unlimited Telephone Support is based on the total number of computers registered with Now Solutions, including server(s), laptops, workstations and/or thin clients. Each computer is assigned a unique Tag ID which is used to identify the computer.

Number of computers	Charge per month
- 1 to 5 computers	£150 + VAT
- 6 to 10 computers	£250 + VAT
- 11 to 15 computers	£350 + VAT
- 16 to 20 computers	£450 + VAT

NB: If the customer has more than one branch, a further charge of £100 + VAT per month will be added for each additional branch.

Please Note:

1. Any architectural changes to the existing IT infrastructure are not included in the Unlimited Telephone Support service. Such work is quoted for and done on an ad-hoc basis and subject to our Ad-hoc IT Consultancy prices.
2. Occasionally certain IT issues cannot be solved remotely. Problems that are not possible to be solved through telephone support would be addressed via an Ad-hoc On-site Visit subject to our Ad-hoc IT Consultancy prices. Please see our terms and conditions for full details on what is included in the Unlimited Telephone Support service.

2. Ah-hoc IT Consultancy

This service consists of on-site visits whenever the customer requires our assistance. A Now Solutions technician will go to your premises to perform any of the following work:

- On-site Support (for issues that cannot be solved via Telephone Support or where the Customer prefers face to face interaction)
- New IT Projects (see our IT Solutions below)
- Changes to IT infrastructure
- Any general IT issues or advice

IT Solutions

Now Solutions offers a wide range of IT Solutions that can be done on an ad-hoc basis. These include, but are not limited to:

- Network installations
- Supply and installation of computing hardware (Servers , Workstations and Printers)
- Setting up centralised shared folders
- Internet and Email setup
- Anti-spam solutions
- Mobile phone email (iPhone and Blackberry)
- Software installation and support (Sage, Act!, Office, etc.)
- Work remotely from any location (Terminal Services)
- Firewall and Security Solutions
- Monitored & Controlled Use of the Internet (i.e. block Facebook and/or other social websites)
- Join geographically separate networks through the internet (VPN Solutions)
- Automated Backups Systems
- Disaster Recovery Plans
- Telephone Calls via the internet (VOIP Solutions)
- Wireless networks
- And many more...

Pricing

Any work done on-site during office hours will be charged at our standard rate of £60 + VAT per hour with a minimum charge of 4 hours.

Now Solutions may charge Call-out fees to customers located outside of the Greater London area to cover travel and/or accommodation expenses. This will be quoted to the customer before going on-site.

Ad-hoc On-site Visits are done on an appointment basis subject to Now Solutions's availability.

3. Server Monitoring

The Server Monitoring service ensures that Now Solutions does proactive weekly maintenance on the customer's server(s). This allows us to deal with issues before they evolve into bigger problems.

The Server Monitoring service includes remote monitoring of the network's server(s) for:

- Operating system updates
- Memory usage
- Defragmentation of hard disks
- Hard disk space availability
- Anti-virus updates
- Review Event logs

Pricing

This service is priced at £120 + VAT per month for each server that requires monitoring.



Web Services

In addition to our core IT Consultancy services we also offer Web Services. These can be of particular interest to newly formed companies that require a packaged solution for setting up the company's IT infrastructure and also establish the company's corporate identity and web presence.

Our Web Services are listed below.

Design Services

Website Design

Now Solutions offers a complete Website design service. Our design team can create a website to your specifications or make suggestions based on your general requirements.

Our website design process ensures you are in full control of the design to make sure that we deliver a website that exceeds your expectations:

- We call you to discuss your requirements
- We design unlimited proof of concepts
- We take your selected proof of concept and create a pixel perfect mock-up
- After sign-off on the mock-up we construct the website.

Pricing

Type of Website	Price
Lite Website (1- 3 pages)	£450 + VAT
Standard Website (4 – 7 Pages)	£750 + VAT
Premium Website (7+ pages with Flash Animation)	£1,250 + VAT

Logo & Stationary Design

We can design your corporate image with full colour logos and stationary that includes letterheads, compliment slips and business cards. We supply the artwork in formats that are compatible with Printing Services.

Pricing

Type of Design	Price
Logo Design	£250 + VAT
Stationary Design	£150 + VAT
Logo and Stationary Design	£300 + VAT

Graphic Design

For specific Marketing projects, we also do graphic design to our customers' specifications. These include, but are not limited to, adverts, signage, flyers and bill boards or any other type of printed media. Each job is priced individually so quotes will be given upon request.

To see some examples of our work, see our portfolio online at:

www.nowsolutions.co.uk/DesServ.htm

Hosting Services

We offer website hosting at very competitive prices. Our website and mail servers are located in a high availability data centre on a fast internet backbone connection. This ensures good speed and reliability.

If the customer doesn't yet have a domain name for their website (e.g. www.mydomain.co.uk) we can also create and manage it on behalf of the customer (domain registration fees apply).

Our 'Business' and 'Professional' hosting packages feature Microsoft SQL Server or Linux MySQL database support.

Pricing

Hosting Package	Lite	Business	Professional
Hosting Space	1 GB	2 GB	10 GB
Database Support (MS SQL or MySQL)	n/a	1	1
Monthly Traffic	5 GB	10 GB	20GB
IMAP/POP3 Email Accounts included	1	5	15
ASP.NET Support	Yes	Yes	Yes
FTP Access	Yes	Yes	Yes
Plesk Control Panel	Yes	Yes	Yes
301 Redirects	Yes	Yes	Yes
Price	£10 + VAT p/ month	£15 + VAT p/ month	£20 + VAT p/ month

NB: Hosting package fees (plus domain registration fees and/or email hosting fees where applicable) are payable annually in advance and are non-refundable.

Extra Mailboxes

For customers that require more mailboxes than those included in their hosting package, we offer mailbox packs consisting of 5 IMAP/POP3 Mailboxes, priced at £5 + VAT per month. Each mailbox can have unlimited aliases at no extra charge.

Products

Arrow Search

A software product designed for Estate Agents to display property information onto their website.

Arrow Search features are as follows:

- Easy uploading from the Rentman Lettings Software
- Searching by number of bedrooms
- Sorting by price, availability or area
- Paginated search results
- Each property listing has a Full Details page
- Thumbnail photos & full size photos - up to 9 photos per property
- Allows applicants to request viewings directly from the property listing

Website Solutions for Estate Agents

Combining our Web Design service with the Arrow Search product we can develop bespoke websites specifically for Estate Agents. We are also able to customise new and existing websites to integrate with Vebra's suite of property applications.

Pricing

Product	Price
Arrow Search	£500 + VAT
Estate Craft, Solex, GMW (Supplied by Vebra PLC)	£750 + VAT
Standard Website + Arrow Search Package	£1,000 + VAT
Premium Website + Arrow Search Package	£1,500 + VAT

NB: Arrow Search has a subscription fee of £10 + VAT per month (payable annually in advance).

There is a discount of 100% on the Arrow Search subscription fee if Now Solutions hosts the website.

Contact Details

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