



# **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 services that are available to our customers.

## Our Services

### *Web Services*

- Design Services
  - Website Design
  - Logo Design
  - Stationary Design
  - Graphic Design
- Web Hosting

### *IT Consultancy Services*

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

Customers can select one or more of our services as per their requirements.

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

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For up to date information on all our services, please see our website at [www.nowsolutions.co.uk](http://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.

## 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 an online prototype that represents what the website could potentially look like.
- After sign-off on the online prototype we construct the website.

### Website Package Pricing

Website Packages	Price
<b>Starter Website</b>	£450 + VAT
<ul style="list-style-type: none"> <li>• 3 Page website (home, product/services page, contact us)</li> </ul>	ü
<ul style="list-style-type: none"> <li>• CMS functionality (Ability to update text on the website – limited to 3 pages)</li> </ul>	ü
<ul style="list-style-type: none"> <li>• Contact Us Feedback form</li> </ul>	ü
<b>Professional Website</b>	£750 + VAT
<ul style="list-style-type: none"> <li>• Up to 10 Pages</li> </ul>	ü
<ul style="list-style-type: none"> <li>• CMS functionality (Ability to update text on the website – limited to 10 pages)</li> </ul>	ü
<ul style="list-style-type: none"> <li>• Website header with optional rotating picture images</li> </ul>	ü
<ul style="list-style-type: none"> <li>• Up to 10 Feedback Forms</li> </ul>	ü
<ul style="list-style-type: none"> <li>• Optional Modules Available</li> </ul>	Payable separately
<b>Enterprise Website</b>	£1,250 + VAT
<ul style="list-style-type: none"> <li>• Unlimited Pages</li> </ul>	ü
<ul style="list-style-type: none"> <li>• CMS functionality (Ability to update text on the website and create new pages)</li> </ul>	ü
<ul style="list-style-type: none"> <li>• Website header with optional rotating picture images</li> </ul>	ü
<ul style="list-style-type: none"> <li>• Unlimited Feedback Forms</li> </ul>	ü
<ul style="list-style-type: none"> <li>• Twitter Integration</li> </ul>	ü
<ul style="list-style-type: none"> <li>• Facebook Integration</li> </ul>	ü
<ul style="list-style-type: none"> <li>• 5 Star Voting Plugin</li> </ul>	ü
<ul style="list-style-type: none"> <li>• Forums Plugin</li> </ul>	ü
<ul style="list-style-type: none"> <li>• Support Chat Plugin</li> </ul>	ü
<ul style="list-style-type: none"> <li>• Optional Modules Available</li> </ul>	Payable separately

Browse our portfolio online at [www.nowsolutions.co.uk/portfolio/websites](http://www.nowsolutions.co.uk/portfolio/websites)

## Optional Generic Modules

Our optional modules allow you to start with our website packages and further customise them with added functionality.

Optional Modules/Plugins	Price
Twitter Integration	£25 + VAT
Facebook Integration	£25 + VAT
News Feeds, Articles or Suggestion Feeds	£75 + VAT
5 Star Voting Plugin	£75 + VAT
Forums Plugin	£75 + VAT
Support Chat Plugin	£75 + VAT
Mailing List Plugin (Users can subscribe/unsubscribe to newsletter on website)	£75 + VAT

## Estate Agent Module

Our property integration module is designed for Estate Agents to display property information onto their website

Property Integration Module	£250 + VAT
Supports the following estate agency software: Rentman, Thesaurus, CFPwinMan and more to follow	ü
Database Driven Search Ability (Search by price, bedrooms, address or any searchable field)	ü
Sort property listings by rent, date, bedrooms or any numerical field)	ü
Paginated search results	ü
Thumbnail photos & full size photos	ü
Display Property Details for a selected property	ü
Print or save property details to PDF	ü
Look and feel of search results customised to match the rest of the website	ü
Applicants can request a viewing directly from the property listing	ü
Featured Hot Property (Selected properties to display on home page)	£75 + VAT
Google Maps – Street View (Requires user to supply co-ordinates for each property)	£75 + VAT
Google Maps – Browse property by Maps	£75+ VAT

Browse an example of our Property Integration Module at

[www.nowsolutions.co.uk/portfolio/websites/easy-let](http://www.nowsolutions.co.uk/portfolio/websites/easy-let)

Notes:

- The Property Integration Module has specific web server dependencies and we recommend that the website be hosted with Now Solutions for rapid deployment. See our Web Hosting section for further details.
- We are able to deploy the Property Integration Module on a supported web hosting provider of your choice for an installation fee of £120 + VAT.
- A 3<sup>rd</sup> Party web hosting provider should support Linux, Apache, PHP and MySQL.
- We require a non-refundable deposit of £100 + VAT to be paid upfront before any work commences.

## 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.

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

[www.nowsolutions.co.uk/portfolio/logos](http://www.nowsolutions.co.uk/portfolio/logos)

### 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.



## Web Hosting

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.

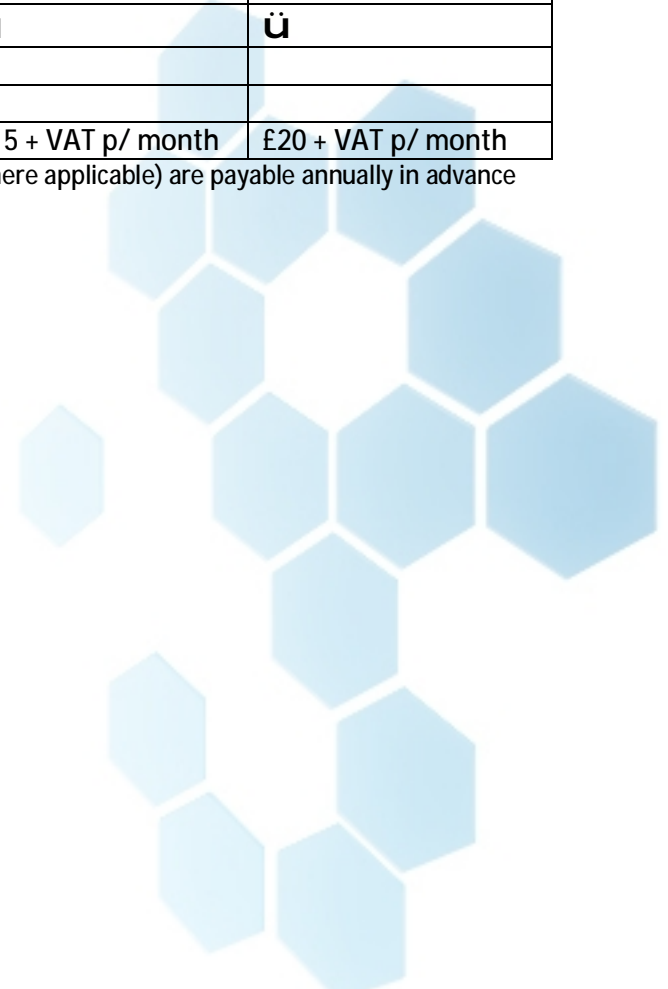
If the customer doesn't yet have a domain name for their website (e.g. [www.mydomain.co.uk](http://www.mydomain.co.uk)) we can also create and manage it on behalf of the customer (domain registration fees apply).

All our hosting packages feature Linux MySQL database support.

### Pricing

Hosting Package	Standard	Professional	Enterprise
Hosting Space	1 GB	2 GB	10 GB
MySQL Databases	1	2	5
Monthly Traffic	5 GB	10 GB	20GB
IMAP/POP3 Email Accounts included	10	20	50
FTP Access	ü	ü	ü
Webmail Support	ü	ü	ü
Control Panel Access	ü	ü	ü
PHP Admin	ü	ü	ü
Price	£10 + VAT p/ month	£15 + VAT p/ month	£20 + VAT p/ month

Note: Hosting package fees (plus domain registration fees where applicable) are payable annually in advance and are non-refundable.



## IT Consultancy Services

### 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.

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#### Notes:

- Any architectural changes to the existing IT infrastructure are not included in the Unlimited Telephone Support service. Such work is quoted for separately and done on an ad hoc basis and subject to our Ad hoc IT Consultancy prices.
- 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.

## Ad 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 ½ day (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.

## 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.



## Contact Details

Address: 40 Farrant Way  
Borehamwood  
Hertfordshire  
WD6 4TE

Website: [www.nowsolutions.co.uk](http://www.nowsolutions.co.uk)

## Support Desk

Email: [support@nowsolutions.co.uk](mailto:support@nowsolutions.co.uk)  
Telephone: 020 3287 7328  
Office Hours: Monday to Friday 09:00am – 5:00pm

