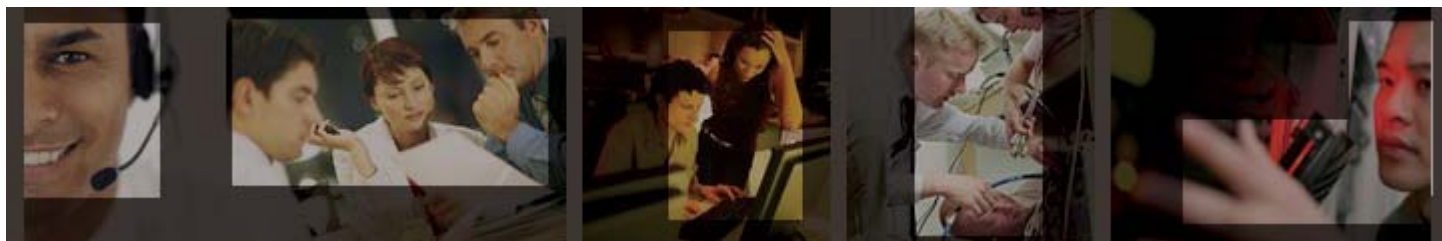


## Virtual HQ™ – Freedom from the Office

- Want to save money on an office your hardly use ?
- Like to work at home or on holiday ?
- Reduce the initial cost of I.T in your Business ?
- Want to be more efficient at Handling customer enquires whilst your away from your desk ?
- Have you ever left important documents at home or in the office and need to edit or send them to a client urgently ?
- Did you ever lose important Data or forget to backup your computer for viruses on a regular basis ?
- Are you a new Startup and want to spread the cost of a reliable I.T Solution ?
- Need a Professional announced Answer Queue, Music on Hold or Telephone Switchboard ?
- Want to divert Business calls to your mobile or make money from customer calls ?
- Need a call center because your now too busy to handler client enquires ?
- Just want **FREE impartial advice on your current system** or New technology ?

If the answer is **Yes ?** you need infrasup to advice you on IT solutions .....

**so you can get on with what you are good at, your Business!**



You don't have to worry about any Computer or Telephone issues again, leave this to our expert team. We will solve any problems for you, monitor your systems for potential risks and help you make the right decisions for your IT investment. We can even train you as well !

Combined with VHQ Voice, VHQ Data provides a complete solution for Small Business on the move, making sure you never miss a customer call, email or fax again.

A customizable but professional contract cuts the cost of hiring your own IT support technician but provides a regular, proactive and robust IT Solution as well as following an agreed Service Level Agreement.

Our Standard service package is an ideal choice for small business which have 5 or less PC or MAC's.

For under £100 a month you can rent a professional Server solution from us which includes **FREE Support for 1st Year.** And **After the first year the server becomes yours !**

Virtual HQ™ a unique I.T solution for Startup business or a company in their first few years of operation. We reduce your IT spend and support overheads by providing a robust Hire Purchase product, backed with a professional support contract with Service Level Agreement. This will enable you to invest in your business rather than I.T.

## Major Benefits

- **Share any Database or Company files for remote multiple employees.** Remote access to email or documents on the move to collaborate with others on company projects or work anywhere with Mobile or Internet access.
- **Reduction of unwanted email and Virus** – Sophos Antivirus and Anti-spam solutions included on your server, insure your company machines are virus free and not clogged by unwanted emails.
- **Secure your files from outsiders or employees** a server can be compared with a locked fling cabinet. No one can see your files unless you specifically share them. This also goes for Games or the internet.
- **Lock confidential files do you employees can see them.** Your staff can lock use of the computer for Business only if you prefer, and stop wasting company time to buy Grandmas present on ebay !
- **Central Backup of all your confidential and Business Critical Data-** Unlike other companies **we backup your company data held on the server FREE of charge every night.** All data is removed from PC and saved in central place. This will reduce the need for customers to constantly check their file is the latest version and enables central sharing/saving of files.
- **24 hour Telephone Hotline, with unlimited remote and telephone support for 1st year.**
- **No need to purchase your IT equipment.** This product is 'Hire to Buy', after the first year of hire, the Server becomes your companies property, you then pay us the maintenance charge.
- **Enable you to run your Business** Relax leave I.T. to us. You get on and concentrate on what you are good at, Your Business!
- **Customizable contracts.** Flexibility to customer needs. Each contract can be tailored per Business or contract period.

## Standard Tariff

**£84.99 +VAT per month** (Minimum 12 month initial contract)

After the equipment has been repaid and hired for 1 year, it becomes your property.

**Second year** your contract charges then reduce to **£35 per month** with the same support cover.

**Third year** Evaluation of Hardware and Software with discounts if upgrade required. Same maintenance costs to continue

Options (installed at extra cost):

**Remote working**, you can log onto work at home or from anywhere in the world!  
(Small extra charge depending on current security equipment on customer site)

**Wireless Network** can be setup instead of CAT5 cabling. (Subject to site survey and secure install charge)

**Printer and Fax sharing** utilize any existing printers or faxes so the whole office can share. Even **Send faxes you're your out the office!**

**Instant Messaging and Staff tracker.** Secure internal messaging and monitor how much work your staff are actually doing on their computers. Useful for remote sites where you can't monitor timekeeping

**Lock down** stop your staff from playing games, installing software or changing PC setup. Reduces I.T problems and increase productivity

**Replace you existing service provider.** We will be happy to quote you an alternative Service contract to your current provider, under a custom Service contract. This will be subject to a site survey and Full Health check of your third party server. The cost of this will be refunded if you chose to use us.

## Standard Service Level Agreement 1<sup>st</sup>, 2<sup>nd</sup> 3<sup>rd</sup> Year.

- FREE Telephone response within 3 hours during Office Hours (7:00 – 19:00) Mon - Saturday.
- FREE Remote engineers endeavor to resolve issues within 1 working day.
- FREE Quarterly Formal health report of IT Systems whilst in contract.
- FREE Automatic updates of Antivirus/Spam and Microsoft patches for the duration of the contract
- FREE Backup service. Nightly backups to disk. DVD or Tape subject to customers own equipment.
- On site engineers available subject to terms and conditions.
- 24hr Emergency Hotline available. Emergency contact outside of office hours is available but subject to extra charge unless covered under customer contract.

### Restrictions

A customer must read and sign infrasup terms and conditions before order or service can start.

Customer must have Broadband installed already or have Broadband installed before support contract can start.

Data backup is best efforts. Infrasup Ltd. Do not except any financial liability for any data lost or not copied to backup. It is the clients responsibility to make sure they have second copy of any business or personal critical files. However Infrasup can verify the backup and attempt regular restores at additional cost.

Continual Non or late payment of Virtual HQ™ or support contract may result in the service being suspended or equipment removed from customer workplace. Extra Charges may also be added to cover cost of recovery or reconnection.

Customers own PC's can be incorporated into the service contract at extra cost. This contract is for Server service only. However we aim to be flexible to your needs

**Full written terms available on request. Please contact us now to discuss your personal needs or custom options  
Telephone Sales on 0871 990 2092 .**

### About infrasup Ltd.

Our Staff have all worked with I.T departments of some of the Biggest companies in the UK since 1987. We aim to provide the same level of professional service to I.T infrastructures and support, as we would to our Blue Chip clients in the City but on a rate that you can afford.

We understand the needs of a Small Business and difficult ties you can experience, after all, we are also a small company but a company trying to make a difference.

We hope our service is helpful and friendly, as well as flexible to your personal needs, whilst operating at a highly professional level with fully trained staff.

See our companies policies to understand how we operate via <http://www.infrasup.com>