Totalcare Programme Brochure Content

Does managing your businesses IT infrastructure create some challenges for you?

> *"Just wanted to say both Damien and Leon were brilliant today. They demonstrated a high level of patience with me (in particular) and remained professional at all time. Please give them my thanks for making the experience that much easier"*
>
> **Myra Wall – Skillsfirst Awards ltd**

Totalcare Programme

Discus Systems' unique **Totalcare Programme** has been designed to ***tilt the balance*** in your favour. We provide full on-site and remote IT support under your management control, or provide additional support to your own internal resources.

This support covers new technical needs, repairs, updates, hardware and software installations, and cover for holidays or illness. We keep your focus on your business by using our skills and expertise to make your IT infrastructure a safe, secure and reliable enabler – one that supports your users rather than distracts them.

The **Totalcare Programme** can be tailored to suit different needs and levels of support. But in overview, here is what the Programme provides for you:

- **One contact**.   A single organisation you can work with to ensure all of your IT support needs are met. A trusted source of expertise, skilled resources and information that keeps you fully up to date with required system maintenance, updates, repairs, changes and new applications.
- **One Call**.   One number to ring when you need support, advice, help or guidance. No need to waste time trying to identify how and where a problem has arisen before calling the supplier. One call takes you to our experts who resolve the issues for you and keep you informed of what's happening.
- **One Partner**.   One organisation that has the breadth of skills, knowledge and experience to keep your IT systems safe, up to date and available. One partner that continually keeps their people up to date with all the latest applications and systems so that you don't have to spend resources doing this yourself. One partner committed to keeping your business infrastructure working and serving your people
- **One Price**.   The Totalcare Programme gives you a known, all inclusive, annual price. One price that you can budget for. No unknown or additional charges. No unpleasant surprises. One simple way of managing your IT support costs.

Discus Systems PLC

All of this is provided by Discus Systems PLC, and comes from a decade and a half of experience in supporting the IT needs of businesses like yourselves.

Our success and growth in this challenging and continually changing sector is what makes us a safe pair of hands, a partner that understands your needs and environment, and a business that knows how to get things done for our customers.

To find out more about how the **Totalcare Programme** could help your business just give us a call on **0800 880 3360**, or drop us an email at u2us@discus.co.uk , or download the Totalcare Programme fact sheet from our website www.discus.co.uk/it_support

Let us help you exploit the power of IT, without shouldering the daily challenges of managing it.

> *"We have recently started using Discus Systems Plc for all our computer requirements, including updating all our servers.*
>
> *Discus installed all our equipment and their service both pre and after installation has been excellent.*
>
> *They were on time and completed the work very efficiently, with minimum disruption and we would have no hesitation in recommending them.*
>
> *Overall, we are very pleased with their service and they are always at the end of the phone if we need them."*
>
> **Tony Bridgwater**
> **Bridgwater Filters ltd**

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