



### Totalcare Programme Fact Sheet Content

The Discus **Totalcare Programme** for business provides you with a total suite of on-site and remote support for your IT infrastructure that puts you in control, without needing to know all the technical details.

#### **By using the Totalcare Programme you will be able to:**

- Maintain reliability and availability of systems to support the efficient day to day running of your business
- Plan your expenditure on the basis of known costs, with no surprises
- Schedule maintenance, upgrades and new installations to minimise disruption to business activities
- Ensure security of operation and appropriate user access, along with secure offsite data backup
- Quickly resolve any ICT issues, and support appropriate ad hoc requests for new applications or functionality
- Access a pool of skilled and experienced people who are continually kept up to date with developing technologies
- Be able to manage your businesses ICT infrastructure without you needing to work at the technical level, using your commercial knowledge and experience
- Remain in control of events by being regularly updated on scheduled maintenance activity, problem fixes and all other support activity
- Remove the difficulties caused by having to manage multiple suppliers
- Improve financial control by having one clear, simple, annual payment amount – making the most of your financial resources
- Obtain support for your infrastructure that sets agreed service levels that are better than those offered by your Local Education Authority

#### **Totalcare Support covers the following areas:**

- Application Installation
- Application Log Monitoring
- Asset Management
- Backup and Disaster Recovery
- Bandwidth Usage Tracking
- Change Notification
- Daily System Audits
- Desktop Policy Enforcement
- End User Remote Control
- End User Support Portal
- Event Log Monitoring
- Firmware Management
- Hardware Change Notification
- Hardware maintenance and repair
- Holiday or illness cover
- Monthly Management Report
- Network cabling
- Network Management
- New systems installation
- On-site support visits
- Remote Management
- Report Generation
- Security Log Monitoring
- Security Patch Management
- Server Management
- Service Monitoring and Notification
- Spyware Removal and Management
- SQL Server, Exchange, IIS, OS
- System Log Monitoring
- System Upgrades
- Virus Protection Management

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.

To find out more about how Discus Systems and the **Totalcare Programme** could help your business, just give us a call on **0800 880 3360**, drop us an email at [u2us@discus.co.uk](mailto:u2us@discus.co.uk) , or see our website [www.discus.co.uk/itsupport](http://www.discus.co.uk/itsupport)