



Computer & Communication support, maintenance
and consultancy for small to medium sized
businesses

Who are Strobe Technologies Ltd

Strobe IT is the trading name of Strobe Technologies which is an IT Support & Maintenance company that specialises in support for desktops, servers and communication systems through to the protection of these in the form of Anti-Virus to perimeter security. What ever your need, Strobe IT will be able to advise and supply the solution for you.

Contacting Strobe IT

There are numerous ways of contacting us depending on your preference.

www.strobe-it.co.uk

info@strobe-it.co.uk

(general enquiries)

helpdesk@strobe-it.co.uk

(help logging)

01884 664004

Other contact details can be found on our website



Pay As You Go Support

Having an IT support department for small businesses is not always possible and cost effective, so for businesses of this size and need, the Pay As You Go service provides a simple problem solution with no ties or overheads.

How does it work?

Our 4 easy steps:

1. You report the problem to Strobe IT via phone, email or helpdesk.
2. A support representative will either update the call or add the call to our helpdesk system with as much information as possible to perform the requested work.
3. We will arrange a time to carry out the work with yourselves.
4. An invoice based on the time assigned to the helpdesk call will be emailed to you or your accounts team.

What is the cost(s)?

Our billing is done in 15 minute blocks to try and make things as simple as possible, the exception to this rule are any callout charges as they include time on-site.

Remote / Telephone Support

15 minutes support or advice	£ 16.75 Ex VAT
30 minutes support or advice	£ 33.50 Ex VAT
1 hour support or advice	£ 67.00 Ex VAT

On-Site / workshop Support

15 minutes workshop time	£ 16.75 Ex VAT
30 minutes workshop time	£ 33.50 Ex VAT
1 hour workshop time	£ 67.00 Ex VAT
Scheduled on-site callout	£ 83.60 Ex VAT *
Same day on-site callout	£ 111.10 Ex VAT *
15 minutes additional time on-site	£ 19.55 Ex VAT
30 minutes additional time on-site	£ 39.10 Ex VAT
1 hour additional time on-site	£ 78.20 Ex VAT



* Callout charges include 1 hour support time on-site & cover travel for 20 mile radius



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We are a 'green company' where practical and make every effort to reduce paper wastage and energy not only for ourselves but also for our customers.



Pictures courtesy of: freedigitalphotos.net, elker.com & sxc.hu