



ZEDSUPPORT^{ONE}

Zed Blocks

Pay-As-You-Go
IT Support Time



Complete pay-as-you-go business IT support from only £10 per case.

Zed Blocks are prepaid blocks of IT support time. They are rather like a pay-as-you-go mobile phone tariff, but instead of buying airtime, you buy IT support time which you can use whenever you need to sort out an IT problem.

Zed Blocks give your company the comprehensive 24/7/365 support usually found only in the most expensive annual contracts. But there are no annual contracts or fixed monthly fees and Zed Blocks never expire.

When your IT is working fine, you don't pay a thing. And when you do have an IT problem, your Zed Blocks give you immediate access to all the professional IT support you need at a very competitive price.

Because you don't pay anything in periods when you don't need our help, Zed Blocks can cut your annual IT support costs by around 40% compared to a fixed cost contract.



Support available 24/7/365

Unforeseen IT emergencies can crop up at any time.

That's why the Zed Blocks IT Support Line gives you immediate access to our engineers, even if it's late at night, or on a weekend or during a public holiday. You're always covered.

About the only things Zed Blocks can't be used for are the procurement of new hardware and software and special projects work. If you are in any doubts and want confirmation that we can support a specific item, please call us on 020 3326 0222.

Onsite support at your premises, whenever you need it

Our technology allows us to solve over 90% of problems remotely, so onsite working is rare. But 90% cover isn't good enough, in our opinion. So whenever the need arises to come to your premises, we will – it's as simple as that.

And if you need us to come right away, our SLAs guarantee a response within 2 hours (subject to location).

Our 15 minute billing system – and how it saves you money

With the latest technology and expert IT engineers, we resolve many routine IT problems remotely within quarter of an hour. Therefore we bill you per 15 minutes of time spent rather than rounding up our work to the nearest hour like most IT support companies do.

It's a very simple measure but it cuts the cost of many of the most frequently requested support cases by up to 75%.

Urgent guaranteed response times that are twice as fast as the industry norm

There are some real IT emergencies. If your server fails, your email goes down, or your website is unavailable, every minute of downtime can cost your business dearly in terms of unproductive employees and lost customers.

So if you request urgent assistance, that's exactly what you will receive.

The Zed Blocks support desk will patch you straight through to an engineer.

Usually he/she can start work immediately, but even in the worst possible case, we guarantee a response within 15 minutes.

That's twice as fast as the guaranteed response times offered by most other IT support companies.

Key benefits of Zed Blocks

- No internal IT support needed
- Expert support from only £10 per case
- You pay nothing when your IT is working
- 24/7/365 support means you're always covered
- No need to work out in advance what you will need
- Guaranteed fast response when you need it
- Remote and onsite support cover
- Discounts Available
- Your Zed Blocks never expire
- 15 minute charging
- No annual minimum charge



Flexibility: the key to solving IT problems for as little as £10

Most IT jobs, thankfully, are not urgent emergencies. That's why when you call our Support Team you can choose whether you want an immediate response (see above) or whether you want to save money by opting for our very economic 8 hour next business day service.

The savings are considerable. A response within 2 hours costs half as much as a 15 minutes response. And an 8 hour next business day response saves a further 50%, costing only £10 per 15 minutes.

No need to predict in advance what IT help you will need, when you will need it or how fast you will need it

Most IT support contracts make you peer into the future and guess your IT requirements for the next 12 months.

But Zed Blocks IT Support Time is much more flexible. Out of hours support, urgent response times and onsite visits are all available if you need them, but so are cheaper options. And you only have to decide when you actually need assistance, not before.

You decide which of your IT users can contact us directly – and what SLA's they are authorised to request

If you want all your employees to be able to call us direct whenever they have an IT problem, that's fine by us. We won't charge you any extra and our Customer Case Support system will keep you informed (see panel for details).

But we also understand if you want to control their access or vary their authorisation levels. For instance, we can set up your account so some users can request remote support directly from us but not onsite work without your authorisation.

Our whole approach is to be as flexible as possible and let you decide what's best for your business. You can also ask us for advice at any time.

The Zed One difference: excellent personalised service

If you could afford your own IT Department you would expect it to be run by someone who understands your business and whom you can hold to account for its performance. That's why we give you a personal Account Manager. It's also why we send you detailed case reports and monthly summaries detailing all of your cases so you can see exactly what you're getting for your money.

Will Zed Blocks cover all my IT support?

Probably. Servers, networks, desktops, laptops, BlackBerry and Windows Mobile Messenger, email, internet connectivity, VOIP and Microsoft software and operating systems are all covered.



A help line that lives up to its name

When you telephone our Support Team, we know you don't want to be put through to a machine telling you to 'press 1 for this department or 2 for that'. Therefore we make sure your call will always be answered by a real person.

How much do Zed Blocks cost and how long will they last?

Zed Blocks are £20 each, so your initial allocation of 50 Zed Blocks costs £1000. They never expire – so they are never wasted even if you don't use them up in your first year.

How long they will last depends on what sort of work you require and how often. In our experience over 90% of IT problems are resolved remotely. On this basis, if you request a response within 2 hours during office hours (9am – 6pm), each Zed Block buys 15 minutes of IT support. You can, however, reduce the cost by requesting a next business day response. This means that many of the most frequent IT problems can be resolved for just £10.

How Zed Blocks cuts the cost of business IT support

With Zed Blocks IT Support time, you only pay for the IT support you use, and as companies tend to use a lot less IT support time than they anticipate, they can save some serious money.

For instance, Company A currently pays £6,700 a year for a fixed cost annual IT support contract that gives it access to unlimited remote IT support during office hours. But in the average year, Company A only requests 100 support cases – so in effect it's paying £67 per case.

If Company A moved to Zed Blocks, it would save at least 40% of this cost. On average IT support cases are resolved within half an hour, so based on a 2 hours' response SLA, Zed Blocks would only cost £40 per case. This would save Company A £2,680 every year.

If Company A only used our next business day response service, the cost would be halved, so the company could reduce its IT support bill by as much as 80% – a saving of £5,360 per year on this example.

For full details of all charges including onsite and out of office hour's support, please refer to the Zed Blocks charges table below. Or call us for more information.

Combining Zed Blocks with an in-house IT Team

Many users of Zed Blocks don't have any internal IT support function. But some do and they use Zed Blocks pay-as-you-go support as the perfect cover for holidays and out of hours support, or to provide 3rd line expertise support.

Use Zed Blocks to enhance fixed cost annual IT support contracts

Whilst some companies get all their IT support from Zed Blocks, others combine them with a fixed cost plan. Zed One's IT Department fixed cost support plans dovetail perfectly with Zed Blocks for companies that want this 'best of both worlds' approach.

Zed Blocks charges table

Remote Support Available - 24 Hours a day 365 days a year	Zed Blocks charge per 15 Minutes	Equivalent charge in £ per 15 Minutes
8hr Response - Next Business Day - Mon - Fri 09:00-18:00	1/2 - Zed Block	£10
2hr Response - Same day - Mon - Fri 09:00-18:00	1 - Zed Block	£20
15min Response - Same day - Mon - Fri 09:00-18:00	2 - Zed Blocks	£40
15min Response - Same day - After Hours - Emergency* Mon - Fri 22:00 - 09:00 And all Hours Sat, Sun, Public holidays	3 - Zed Blocks	£60

On-Site Support Available - 24 Hours a day 365 days a year	Zed Blocks charge per hour	Equivalent charge in £ per hour
8hr Response - Next Business Day - Mon - Fri 09:00-18:00	4 - Zed Blocks	£80
4hr Response - Same day - Mon - Fri 09:00-18:00	6 - Zed Blocks	£120
2hr Response - Same day - Mon - Fri 09:00-18:00	8 - Zed Blocks	£160
After Hours - Emergency* Mon - Fri 22:00-09:00 - And all Hours Sat, Sun, Public holidays	12 - Zed Blocks	£240

* - After Hours Emergency Zed Blocks Tickets are subject to an initial callout charge of 3 Zed Blocks.

A range of services to take care of all your business IT requirements

This is just one of the many IT services we provide including cloud computing, on-premise solutions, connectivity, IT support, telephony, office IT moves and hardware/software supply configuration and installation.

For information about individual services, or how we could provide a one-stop solution for all your IT needs, please call us, send us an email or request a call back via our website.

Expert help and advice is only a phone call away

We are business IT experts so you don't have to be. If you're unsure what your business needs, give us a call for some expert free advice.

We've probably advised dozens of organisations in similar circumstances. We are not tied to any suppliers or committed to only one type of solution. And we are ready and willing to help.

Our Customer Support case system keeps you fully informed

- When the case is first logged, specifying the problem, the response time you requested, and the latest time an engineer will start your case
- When the engineer starts work on your case
- When the engineer has completed the work, with notes specifying what was done, by whom, the time spent and what the cost was.

You will also receive a monthly Zed Blocks report detailing all case requests, case status, case time logs and case charges. We will also automatically advise you when your Zed Blocks account is running low.

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