



## Information for Prospective Clients (Business)



*You see problems?*

Information and prices for May/June 2005

Prices may vary, this is not a quotation

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## • Background

- Innovative Computer Solutions is a new company established in December 2004 and located in Mayfield. The business was formed through a merger of three existing businesses which had traded separately in hardware and software for up to five years.
- Innovative Computer Solutions was created to allow sharing of expertise and to broaden and standardise the range of services available to our existing clients in Newcastle, the Central Coast and the surrounding areas. As a result of this merger, we have also expanded our operations and are looking to bring the advantages of our skills to a wider customer base.
- Customers of note that have enjoyed the benefits of our service so far include a number of government agencies, several local schools, and many local businesses including KFC, The Clarendon Hotel and Coliseum Antiques.
- As you can see our current client base is in no way small however we pride ourselves on taking the time with every customer to offer first class service and wish to offer this same commitment to you.

**Are you happy with your current IT consultants?**



## • Services Offered

- The team at IC-Solutions has experience and graduate qualifications covering areas from Computer Science to Electrical Engineering, with many years experience maintaining personal and business computer networks in diverse environments including off-shore server farm management.
- Our services range from software development through to hardware supply, including:
  - ✓ Web page design, development and hosting using your corporate artwork
  - ✓ Software consultancy, design and development including e-commerce
  - ✓ Network setup and maintenance, including cabling
  - ✓ Computer hardware repairs, upgrades and sales including servers
  - ✓ Internet setup, including wireless, VOIP and VPNs
  - ✓ On-site assistance with computer problems with no callout fees<sup>1</sup>
  - ✓ Free advice on decisions affecting your business network
  - ✓ Computer related office supplies such as printers and faxes
  - ✓ Server maintenance including Windows/Exchange and Linux
  - ✓ Network technologies including email, web and DNS servers
  - ✓ Home or office automation products and services
  - ✓ In depth project consultancy and planning services
  - ✓ Remote access for administrators and staff to allow them to work from anywhere



- Our team is highly skilled and is experienced in creating complete solutions for users with a wide range of knowledge from none to IT professionals. We will be happy to discuss your particular problems.
- Our staff will make sure that you understand any problems and will explain the advantages and disadvantages of the available solutions, including you in the solving of the problem. This ensures that the end result meets your specific needs.
- The turn-around for most service calls is 24 hours in the worst case, although immediate assistance and out-of-hours assistance is also available<sup>2,3</sup>.

**Do you have access to all the services you need?**



## • **Prices and Availability**

- The office is open 9am-6pm Monday through Wednesday, 9am-7pm on Thursday and 9am-5pm on Friday. All standard services are available during these hours only.
- General consultancy or service during these hours is charged at \$110/man-hour<sup>1 inc Gst</sup> spent at your location or working on your equipment at our office, plus hardware costs (which are below retail). Callout fees and travel fees are not charged unless you are well outside the Newcastle area.
- As mentioned the standard service response can take up to 24 hours, however we can offer a service with a response time of around one hour known as immediate assistance. Immediate assistance during regular<sup>2</sup> hours and any service prebooked during extended<sup>3</sup> hours are charged at \$165/man-hour<sup>1 inc GST</sup> spent at your location or working on your equipment. Again, callout fees will depend on your location.
- We can offer 24/7 support for emergencies that occur outside regular<sup>2</sup> or extended<sup>3</sup> hour periods. Service calls outside regular and extended hours are charged at \$220/man-hour<sup>1</sup> if no 24/7 service contact exists. Please contact us to discuss the terms of a 24/7 support contact if you require this type of service.
- Long-term service contracts are also available, starting at \$500/month for 5 hours service each month. These contracts are useful to ensure that your staff can always work efficiently by minimising or totally removing the down time as a result of avoidable problems. We are flexible on these contracts and can tailor one to meet the needs of your business. Please feel free to call one of our consultants for more information. These contract include many other benefits such as out of hour cost protected, hardware discounts, and some contracts include free computer upgrades every 12 months.
- Parts are not included in prices and will be negotiated separately. Parts which are not in stock will be ordered from our suppliers and generally take about 3 days to arrive. For emergencies we have suppliers in Newcastle however their prices are not as competitive for small items.

1. A minimum of one hour is charged on all callouts. If more than an hour's travel is required to reach your location you will be charged for hours above and beyond the first hour of travel.

2. Regular hours are those hours that our office is open, as stated in 3a. Standard service is only available during these hours.

3. Extended hours are those hours that fall inside of 7am-9am and 6pm-10pm weekdays and 9am-5pm Saturdays.