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IT Support - Essex & East London

ECL recognises that every client is different, and every client has a different IT support requirement. You may be a small start-up company that just wants a simple ad hoc pay as you go service, or you may be a large multi-site corporation with your own IT department who needs occasional cover for staff holidays or sickness. You may well be a medium sized business who wants to completely outsource the development and support of your IT systems. Whatever your requirement we can offer a support scenario to suit your business.

We offer 4 main levels of support, and each of them can be tailored to suit your individual needs. As part of all our support agreements, we provide detailed time analysis reports giving times, dates, engineer details, work carried out, and so on. See below for a basic explanation of each level.

If you would like further information on any or all of our support agreements please don't hesitate to contact us.

IT Support Option 1: Ad Hoc pay as you go

A simple pay as you go service. Competitive hourly rates, minimum call-out charge 2 hours for site visits, thereafter charged by the hour. Remote connection support or telephone support charged in 30 minute increments.



IT Support Option 2: ECL System Support Agreement

Ideal for smaller companies. You pay a small annual 'Response Retainer' which ensures you will receive a rapid response within a predetermined timeframe for all system problems. In addition you buy an agreed number of support hours in advance which are then used for any purpose you wish relating to IT, be it problem solving, hardware repairs, administration tasks etc. The hours are not date-critical, meaning they roll over to the following year if not used.

As part of the agreement we will carry out monthly routine system checks including hard disk capacity, anti-virus updates, tape back-up, event viewer, plus any other checks deemed necessary for your system.

The benefit of this agreement is you ultimately only pay for the time you use.

IT Support Option 3: ECL Remote Support Agreement

Most modern networks allow effective remote support right through to the individual desktops, as well as the server(s) and general network infrastructure. The majority of system problems can now be resolved remotely. The ECL Remote Support Agreement gives unlimited problem solving support by either remote connection or telephone, for a competitive fixed monthly fee based on the size of your system.

The agreement includes the monthly system checks shown in Option 2, plus any other checks deemed necessary for your system.

Under the ECL Remote Support Agreement any site visits required are chargeable at the ad hoc hourly rates.

IT Support Option 4: ECL Premium Support Agreement

The ECL Premium Support Agreement is a cover-all service designed to give complete peace of mind, and could be considered as a lower cost alternative to employing your own in-house IT personnel. For a fixed monthly fee based on the size of your system, this agreement gives unlimited telephone, remote and on-site support to resolve all system problems. This agreement will even cover the complete re-installation of your network in the unlikely event that would be necessary.



The initial response time for critical server problems is reduced to within 2 hours as part of this agreement. It also includes simple administration tasks such as adding or removing users, setting up new email addresses, etc.

The agreement will also include all the monthly checks included in options 2 & 3.

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