

Emma Freemantle

From: SP Computers Support <support@spcomputers.co.uk>
Sent: 10 September 2024 08:30
To: Emma Freemantle
Cc: Shane Perrin
Subject: FW: SP Computers IT Support and Audit

Good Morning Emma,

Thanks for your time in store yesterday,
I can confirm that the information/quotation provided in May reference a monthly IT support contract is still valid,
The only discrepancy between the below and what was discussed is that we would need to quote on anti virus and remote support software for your machines, if you wanted us to access them remotely meaning a quicker response time, device monitoring and patch management.

Please let us know if you have any questions at all,

Many thanks,
Jake



SP Computers Business Support

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From: SP Computers Support
Sent: 24 May 2024 12:43
To: Emma Freemantle <clerk@wroughton.gov.uk>
Cc: Shane Perrin <info@spcomputers.co.uk>
Subject: SP Computers IT Support and Audit

Good Afternoon Emma,

Sorry we missed you earlier in the week,
While visiting the office we interacted with all the machines your colleagues felt were necessary including two for ECC and found a number of issues that we would recommend addressing:

- Missing anti virus, expired and/or not consistent across the devices we interacted with including no anti-tamper feature enabled
- ~~Both of the units within the library are very slow and one not in sure we feel it would be better replacing~~
- Lack of drive encryption on some devices which could result in data breaches
- Some machines are Windows 10 – only supported until Oct 2025
- Spare machines are very slow and unsupported processors so would advise replacing for one newer unit which would be more reliable
- Tablets could be factory reset for re-use

Moving forward we would advise a high quality business grade anti virus, remote support licenses for the machines you see fit and also a monthly service level agreement for WPC's IT support.

Within this support we offer a four hour response time (Mon-Fri, 9am-5.30pm excl bank holidays,) meaning priority over prepaid support and ad-hoc clients, free installation of desktop/laptops when purchased through ourselves, saved documentation of IT hardware, network settings and suitable accounts, advised six monthly checkups/reviews and unlimited phone, email and on-site support. The cost for this service would be £349 ex vat per month and we can provide quotes on any additional software subscriptions such as anti-virus and remote licenses on an annual basis separately.

We believe the above service level agreement would be best suited for WPC's requirements however if you prefer the option of prepaid IT support hours we could also facilitate this. Though this option is generally more suited to SMBs with one or two pc's.

Please do let us know if you have any questions or should either of the options be of interest we can get the ball rolling on establishing either of them asap!

Many thanks,
Jake



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