



Time is money. That's why you expect your systems to be up and running 24/7. Because even 30 minutes without computers can mean a lost order, a lost customer, or lost staff productivity.

How can you ensure the next hard drive crash, network outage, or virus attack won't derail your business? **Guarantee** your technology is **trouble-free** with the B.E.S.T.™ Business Enhanced Support Technology from Computer Troubleshooters.

# UPTIME DOWNTIME

Virus problems... network outages... hard drive crashes... spyware slowdowns...  
Server blimps... data loss... failed backups... maintenance problems... Any one of these  
downtime nightmares wreak havoc on your business, costing you real \$\$\$ in  
lost revenue and productivity.  
How can you **guarantee** your technology is **trouble-free**? With the B.E.S.T.™ ...  
Business Enhanced Support Technology from Computer Troubleshooters.

B.E.S.T.™ is a revolutionary new business enhancement offering that blends the ultimate in technology management with best practices developed by Computer Troubleshooters experts worldwide for keeping computers and networks trouble-free.

Most IT consultants make money when your computers are down and make no money when they're running fine. For a simple monthly fee, we guarantee 24/7 uptime and 0% downtime or we pay you! **If at any time your computer or network is down, we'll pay you \$100 for every hour you lose. That's our Trouble-Free Guarantee.\***

For more information regarding our revolutionary B.E.S.T.™ service and Trouble-Free Guarantee, or any of our technology support offerings, please visit [www.computertroubleshooters.com.au](http://www.computertroubleshooters.com.au).

\* Some restrictions apply. Contact your local Computer Troubleshooter for information.

The World's First No-Downtime Guarantee for Small Business



T E C H N O L O G Y   S O L V E D

# HOW TROUBLE-FREE DO YOU WANT TO BE?

## LITE PLAN - FOR SMALL, LOW TECHNOLOGY RELIANT BUSINESSES

- 24 x 7 System Monitoring & Problem Alerting
- Remote & Onsite Support available
- Quarterly IT Status Reports & Recommendations

## BASIC PLAN - FOR TECHNOLOGY RELIANT BUSINESSES REQUIRING INFREQUENT SUPPORT

- 24 x 7 System Monitoring & Problem Alerting
- Annual Tune-Ups for all covered computers
- Management of Microsoft Software Updates & Anti-Virus Software
- 1 Included Remote Support Incident per computer per month\*
- Prioritised and Discounted Additional Remote & Onsite Support available
- Monthly IT Status Reports & Recommendations



## PROACTIVE PLAN - TOTALLY OUTSOURCED IT FOR TECHNOLOGY RELIANT BUSINESSES WITH A HIGH OPERATIONAL DEPENDENCY

- 24 x 7 System Monitoring & Problem Alerting
- B.E.S.T.™ Practices Audit & recommendations regarding computer setup, security, and maintenance for maximum efficiency and minimum downtime
- Unlimited Remote & Onsite Support for computer problems\*
- Unlimited Help Desk support for your staff
- Twice Yearly Tune-Ups for all covered computers
- Software License and Asset Management
- Email & Internet Management
- Discounted rates for any additional services

## TROUBLE-FREE PLAN - TOTALLY OUTSOURCED IT FOR TECHNOLOGY RELIANT BUSINESSES WITH A MISSION CRITICAL OPERATIONAL DEPENDENCY

### Everything the ProActive Plan includes, plus:

- Highest Priority Service
- CT-recommended Defensive Software
- Quarterly Tune-Ups for all covered computers
- **No Downtime Guarantee™** (including reimbursement of \$100 per hour for computer downtime—see agreement for details).

When **trouble-free** is a reality for your computers (**and it can be**), Computer Troubleshooters will also work with you to enhance your business through technology. We'll put our B.E.S.T.™ people on it. For detailed information regarding these B.E.S.T.™ services and any additional offerings, visit [www.computertroubleshooters.com.au](http://www.computertroubleshooters.com.au).

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