

Why Colyer London?

Because creative support is our speciality. Colyer London is the best choice to support and administer the IT infrastructure of your business. With a mix of technical and creative expertise, we understand your business IT needs and will ensure that you get the maximum return from your IT investment.

We support companies ranging from small creative partnerships to household company names, with technical solutions and services that can be tailored to suit your business needs. Every client receives the same care and attention, enabling creative minds to create, rather than spending precious time trying to resolve technical issues.

If you would like to find out more about the ColyerCare range of services, contact us on:

020 7833 0888

or register online at

www.colyer.co.uk/careinfo

and a member of the ColyerCare team will be in touch.

Web Help Desk

Our web-based job help desk system is a powerful, flexible tool that enables you to log job tickets online, view any open tickets and see how your job is progressing in real time, any time.

The Web Help Desk makes us fully accountable for the work we do and gives you the up-to-date information regarding the progress of your support requests.

Your personal log-in lists all of your IT assets, showing a full history of your past and present support queries. You will automatically receive regular updates and have the facility to add comments or updates to a job ticket. Screen snapshots and files can also be attached to job tickets.



CarePlan

Our IT hardware maintenance contract ensures your continued productivity with minimum downtime, protecting you against the cost of repairs or renting equipment while your own is being repaired. Our expert engineers will take ownership of your hardware problems and ensure a prompt resolution.

Peace-of-mind

For a low monthly investment CarePlan protects your hardware against failure and gives you the confidence that your business continuity will be protected by reliable IT hardware. When a computer workstation or any other piece of equipment protected by CarePlan fails, our skilled engineers will have you up and running again in no time at all.

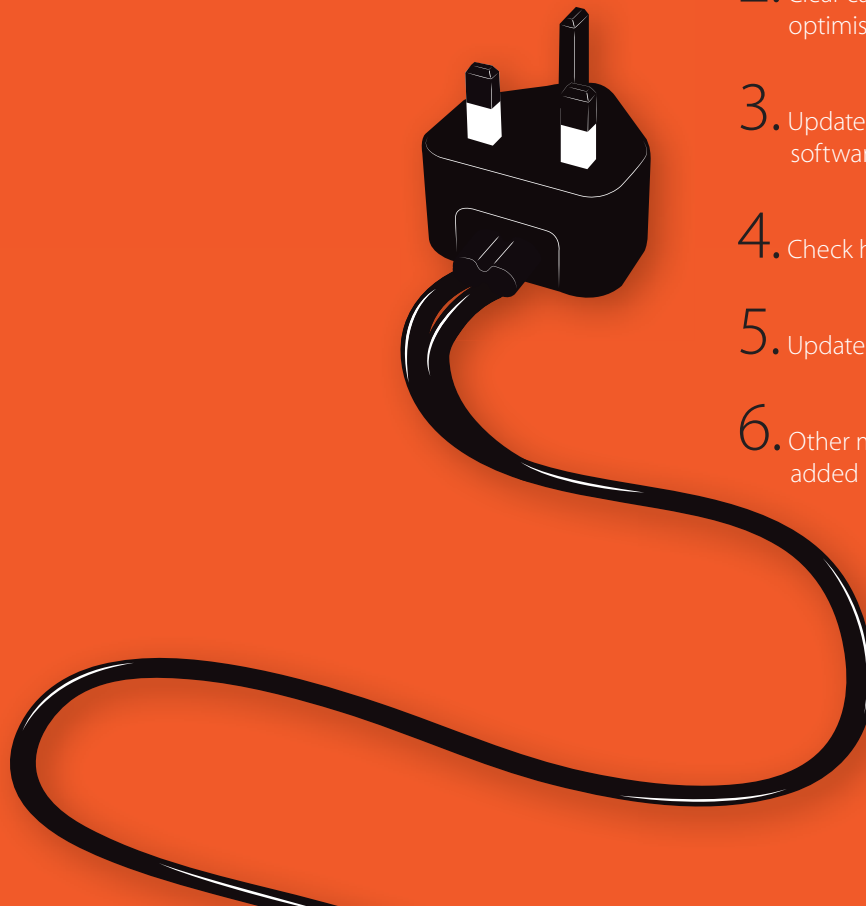
No surprises

CarePlan includes all labour charges, call out charges and even free of charge loan equipment giving you continuity while your equipment is being repaired. All that you may have to pay for is the part or component that has failed. A Careplan contract can often be combined with a manufacturers extended hardware warranty in which case the parts would under normal circumstances be free.

Preventative maintenance

Optional CarePlan Preventative+ provides you with quarterly preventative software maintenance for your workstations and servers and ensures that your equipment is kept in an optimum state with:

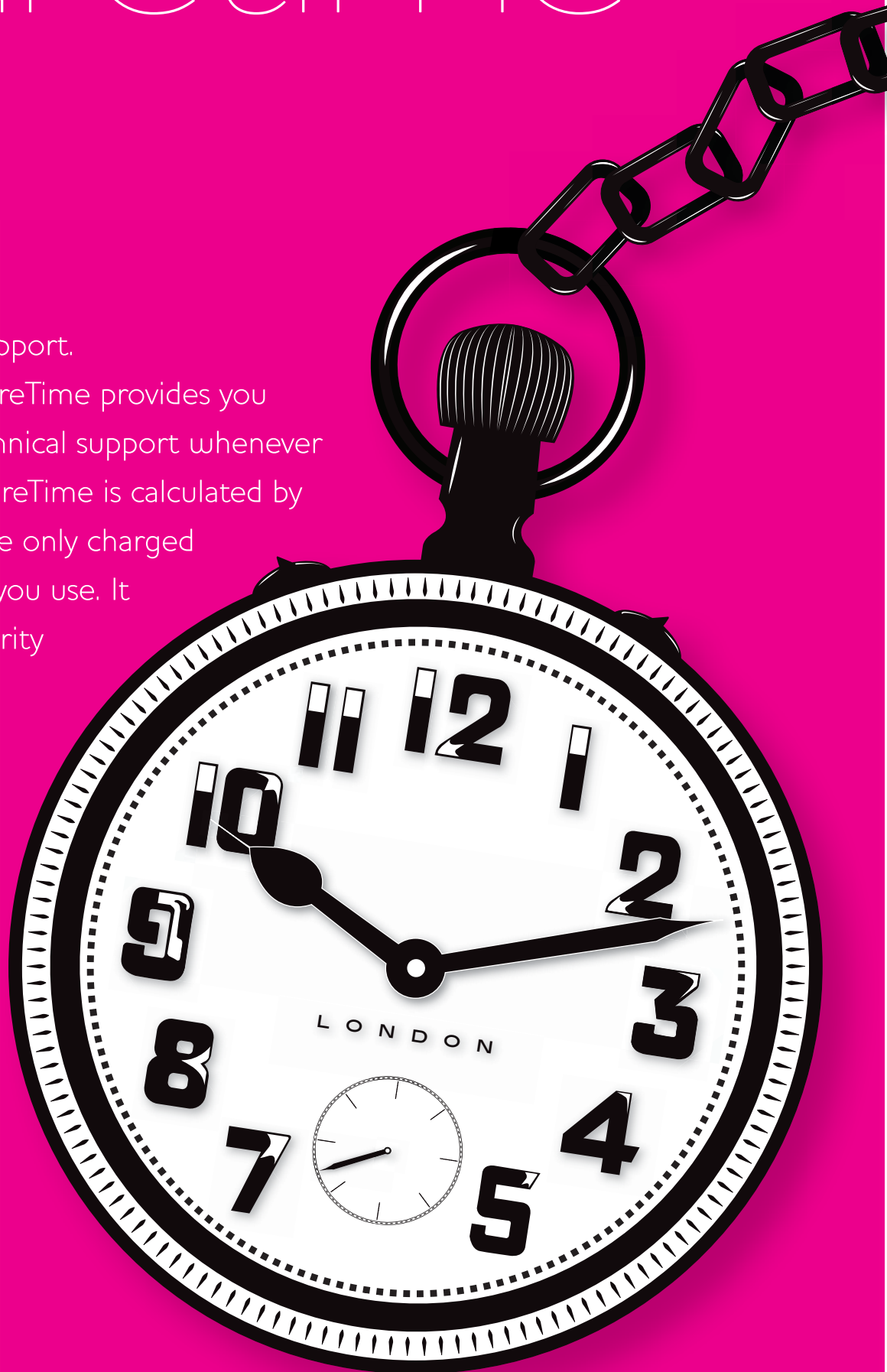
1. Approved operating system and application updates
2. Clear caches, repair permissions, optimise drives
3. Update and schedule anti-virus software
4. Check hard drive capacity and UPS
5. Update inventory
6. Other maintenance tasks can be added upon request

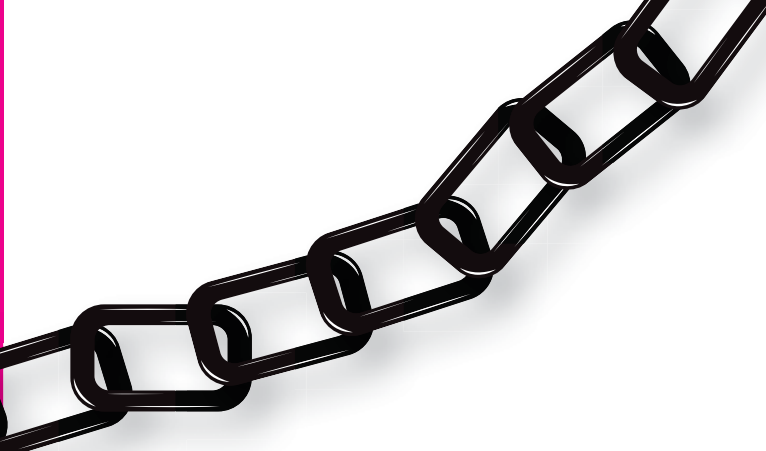


Caretime

Pay-as-you-go-support.

Colyer London CareTime provides you with pre-paid technical support whenever you need it. As CareTime is calculated by the minute you are only charged for the time that you use. It gives you the security of software and hardware support either online, by telephone or on-site. It's like having your own in-house support team but only paying when you need it!





CareTime can be used for any IT related matter – technical support being the most obvious – but many customers also use CareTime for installation of equipment or software and general housekeeping. If you would like advice or expertise on any IT-related matter we will be happy to help.

Immediate Support

As the time is already purchased, support can start immediately without having to waste valuable time on administration. This means that you are given immediate attention and your issues will be resolved faster.

Fair Care

As CareTime is accounted by the minute, you only use the time you need or budget for. It is available from 8:30am to 5:30pm Monday to Friday (other times available on request). Our advanced Web Help Desk tracks your CareTime consumption, enables you to see your technical support history and check the progress of current work.

On-Site Support

Issues are frequently solved remotely or over the telephone. However, some of the more complex issues may require an engineer to meet with you on-site. CareTime provides on-site support, each time an engineer visits you the exact time spent on-site is deducted from your balance.

Priority Response

By taking advantage of the CareTime system you will benefit from a priority response and all your software issues will be resolved in the shortest possible time. There are no extra call out charges and no need to raise urgent purchase orders.

Auto Top-Up

CareTime can be automatically topped up when a previously agreed minimum amount is reached. This ensures a seamless service that is never delayed by administration. You will be notified when your CareTime balance has been topped up so that you are in total control of the cost of your support at all times.

No Quibble Guarantee

CareTime lasts until you use it, there is no time limit. Any unused CareTime purchased in the last 6 months is fully refundable, no questions asked.

CareTime for specialist colour services

CareTime can be used for the calibration of your colour printers by one of our specialist colour analysts. This is especially useful for unscheduled visits after a machine has been serviced and the colour has been affected. CareTime will get your printers back under control with consistent and accurate colour.

ColourCare

A ColourCare contract will ensure that your printing equipment, whether inkjet or laser, large format or small, prints at the best possible quality and gives the best possible colour match.

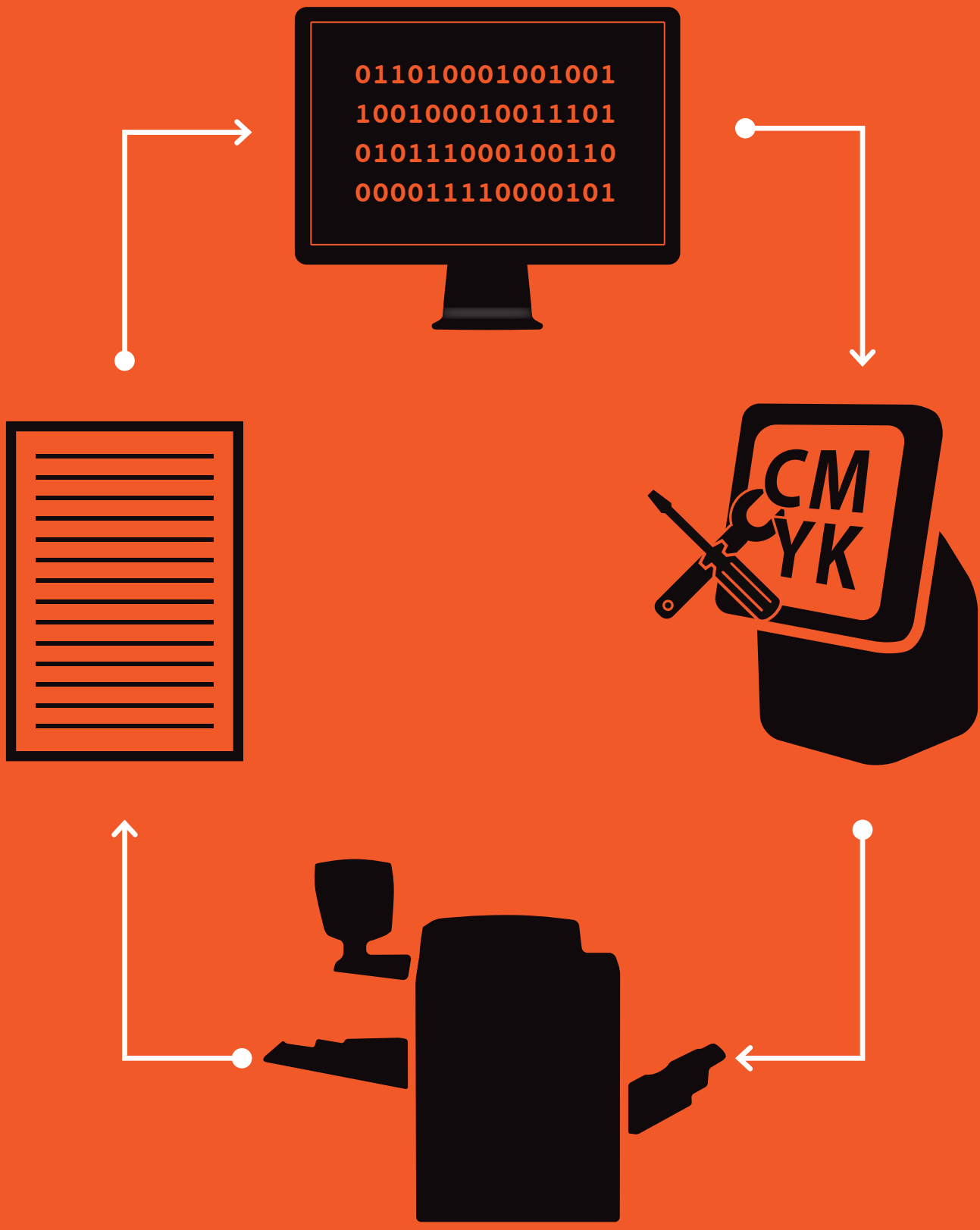
A benefit of having colour-managed printers is that the colours between different devices will become much more accurate and consistent. Our colour specialists will check and calibrate your machines at regular intervals and make sure that your printer continues to reach the required consistent standard. Another benefit of having calibrated machines is that you will often see an improvement in sharpness and detail.

Until recently the quality of colour printing has too often been in the eye of the beholder without containing any objective or pre-defined criteria. It was a case of 'industry experts' trying to implement a colour standard based on what they thought was visually correct to the eye.

We use Fogra as the standard when setting up your workflow. Fogra is an independent and globally recognised organisation for implementing ISO standards in the graphics industry. Fogra implement ISO printing standards, that are now recognised as the industry standard for offset, web and flexographic printing. By adding an UGRA-Fogra test wedge to your prints you are able to verify that the colour is correct and remove any doubt over colour accuracy.

By setting up your colour workflow correctly, different paper stocks will produce matching results and can simulate the relevant ISO standard for the ultimate finished product. This means that your customer is able to visualise how the final product will look all the way through the various stages of the design process.

Whether you just want better colour from your printers or an accurate Fogra-calibrated workflow, a Colyer London ColourCare contract will ensure that the output from your own printing machines is as accurate as possible and is the best possible quality that your devices can produce.



1 On screen Artwork

2 RIP/Colour Server

3 Print Machine

4 Finished Interpretation

CareSafe

Off-site data backup. A Colyer London CareSafe contract gives you comfort in knowing that a replica of your data is stored securely off-site. In the event of an emergency making your premises unavailable or your file server inaccessible, we hold a copy of your data that you can immediately access. This gives you protection against hardware failure, power cuts, floods, fire or terrorism.

Your data can be remotely accessed directly from our data centre or rapidly deployed to a temporary server, this is much faster than recovery from tape, which can take many days (assuming the tapes are accessible and a suitable tape drive is available). With CareSafe your data can be shipped to another location in hours enabling you to carry on production and continue with your business.

If you would rather just get to work straight away, you can have access to emergency hot desks in the Colyer London building for a nominal fee. We will give you full access to the internet, use of our telephone system and even the coffee machine!

If you are a Casper user, we can store copies of your images in the data centre which means that we can deploy new machines with your software in minutes rather than days.

Tape Service

In addition to off-site data backup, we also provide a full tape backup service and the facility of incrementally copying your data to tape. This gives you access to files at different stages of their development and protects against a file being deleted and destroyed. This service includes: changing archive tapes, checking operation logs and storage of your tapes in the Colyer London data centre fire proof facilities.

Data Recovery

We can often recover data from a broken machine and retrieve your files saving you the time of having to recreate the work. When mission-critical data has been lost, we partner with specialist forensic recovery providers who may be able to recover your data.

Monitoring

When your server, router, RAID or backup systems fail, it can stop your business. We have added a monitoring service to warn us before a catastrophe to address the problem before it occurs.

Colyer London CareSafe should be a key part of your disaster recovery plan. It gives you almost immediate continuation of business even if your own building cannot be accessed.