

Technician Service

Our continuing success is not just down to our competitive prices and expert advice, but also more importantly to our high level of after sales support.

Our knowledge of educational IT products enables us to trouble-shoot most problems that arise in one call - therefore saving your valuable time and minimising any potential disruption to your teaching.

FOR A FRACTION OF THE COST OF EMPLOYING A FULL/PART TIME ICT TECHNICIAN, WESTERN CAN OFFER IT'S SERVICES AS A SOLUTION TO ALL YOUR TECHNICAL NEEDS

Services included in the agreement

- Installation of new ICT hardware
- Repairs to existing hardware (excluding parts)
- Software Installation
- Fault finding
- System configuration
- Network cabling support /installation (excluding parts)
- AV product support (excluding parts)
- IWB support/installation (excluding parts)
- Wireless support
- Days can be accumulated for larger installations

Exclusions

- Spare Parts/ Consumables
- File Servers
- Server operating system support
- Simms support

Fixed appointments, scheduled in advance, so you know exactly when your technician is due to visit.

No. of sessions per year	Frequency of sessions	Annual cost
20	Fortnightly	£1900
10	Monthly	£1000
6	Half-termly	£630
3	Termly	£330

Sessions = 3hrs on-site.

Technician service is also available on an "ad-hoc" basis, simply call us to book a technician, and we will book the next available date.

Add-Hoc	Session Time	Cost
Pay as you go Half Day	3 hrs	£115
Pay as you go Full Day	6 hrs	£225
10 Days paid in advance	10 x 6hrs	£1600
5 Days paid in advance	5 x 6hrs	£900

Pre Paid options are valid for 12 months from date of purchase