

BYTHORN DATA SYSTEMS

Your IT partner

Not just another supplier

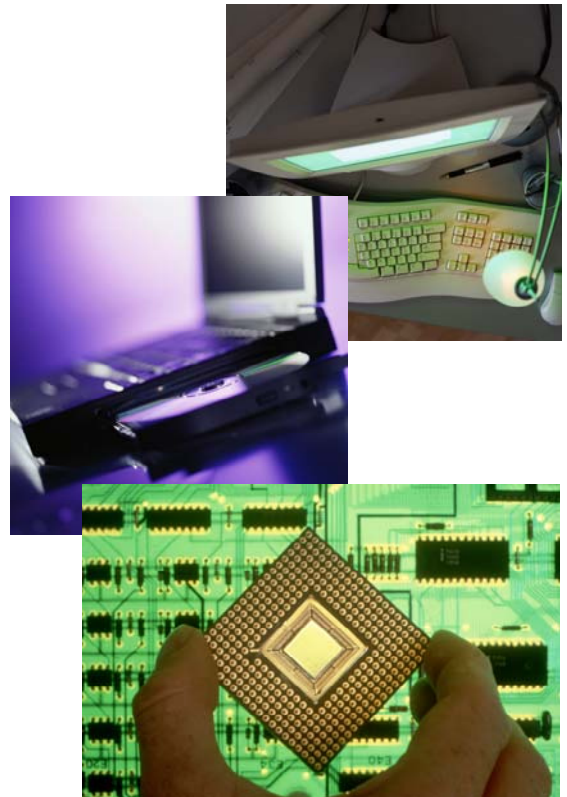




ABOUT US
PRE-SALES
SALES

- DESKTOPS
- LAPTOPS
- SERVERS
- SOFTWARE

POST SALES
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ABOUT US

Happy Anniversary !!

Bythorn Data Systems was founded 10 years ago with the aim of providing IT support to small and medium sized businesses in the Thames Valley

We have always believed you need more than just another supplier. You need someone who can advise on the correct solution, get you the best price and give you the best support after the deal is done.

You need an IT partner, someone who can become the IT department within your organization.



From our two offices in Reading we are ideally located to provide IT services to the whole of the Thames Valley.

Bythorn Data Systems can provide, deliver and support entire business systems including PCs, Laptops, Servers, Printers, Network cabling and broadband internet connections.

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PRE-SALES

We could just sell you a printer and be done with it.

We would rather sell you the printer that you really need.

We would do our utmost to ensure that your enquiry is researched correctly and the solution we would offer is the right one for you.

Our pre-sales team will discuss your exacting requirements and propose a solution that meets your requirements. With extensive experience in many areas of business and IT systems we can offer you an answer.

Not being tied to any particular vendor we can advise on the most appropriate mix of hardware and software to enable you to get the answers you are looking for. A server from HP, desktop PCs from Dell, switches from Cisco and a Microsoft Windows server at the back end. As long as you get the answer you were looking for.

We understand the impact that system downtime can have on your business operations. In supporting your IT, we recognise that we are also supporting your crucial business processes. In the belief that prevention is always better than cure, we look to substantially reduce the risk of systems failure through daily preventative maintenance and professional system housekeeping.

- **Consultancy**
- **Site surveys and asset management**
- **Cabled Network installation**
- **Wireless Network installation**
- **Workplace internet access**
- **Remote access**
- **Network server installation**
- **Advice on IT spend**
- **Support services**

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EMS



SALES

Desktops

Bythorn Data Systems can supply 'entry-level' business desktop PCs that will get the job done to 'high-end' professional workstations to meet the most demanding of software applications.

- Network ready entry-level PCs
- Professional workstations
- LCD or CRT monitors
- Peripherals, printers and consumables

Laptops and hand-helds

For the mobile worker or your remote sales staff, Bythorn Data Systems can supply laptops, hand-helds and PDAs to meet your needs.

- Wireless notebooks
- Business notebooks
- Tablet PCs
- Pocket PCs

Servers

If your adding to your existing server farm or are taking the first step into server technology then Bythorn Data Systems can help you make the correct choice.

- Eight way data centre servers
- Application servers
- Rack or tower servers
- Your first server

Software

Bythorn Data Systems has 1404 software products in it's current catalogue. This list is updated daily with even more new products.

- Microsoft
- Adobe
- Veritas
- Symantec

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POST SALES

If you need more than just a delivery then Bythorn Data Systems has the experience and knowledge to help you just that little bit further.

- Pre loading and configuring of client software before delivery
- Delivery to site at times to suit you
- Removal of packaging
- Installation of new PCs at customer's desks
- Transfer of data from old to new PC
- Re-connection of printers and network drives
- Disposal of old redundant equipment

We fully understand that installation of new equipment should be as painless as possible. We will do our utmost to ensure that there is no interruption to service and new installations are carried out quickly and efficiently.

Bythorn Data Systems has the knowledge, experience and flexibility to work with SOHO customers and large organizations.

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BYTHORN DATA SYSTEMS SUPPORT OPTIONS

Your business processes and the services you provide are probably dependent on the reliability and availability of your IT systems.

Without your IT, just how long will your business run? Bythorn Data Systems can provide support options to meet your needs. From an annual support contract covering every working day to an hourly support call to fix those 'one off' issues.

Peace of mind:

Our most popular option for medium and larger companies
An annual fixed fee based upon the number of PCs and servers in your company
All PCs and servers in your company under contract are covered during every working day
Your existing network is covered
No additional on-site visit charges
One call to fix all
Weekly scheduled on-site visits
Remove the worry of your computer systems to our professional team

Day or ½ day on-site engineer

£140 for ½ day
£220 for full day
No contract required
If your problems are not urgent
Visits bookable in advance
Save all your problems until one visit
Visits scheduled when you require
Maintenance and housekeeping carried out
One off cost

Small office cover

£45 for first hour and then £35 for every hour after that
Quick fix for your problem
Virus removal
Security fixes and patches
Software and / or hardware provision and installation
Weekends and evenings covered
Primarily designed for the small office or home office business

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BYTHORN DATA SYSTEMS SUPPORT OPTIONS

SERVICE HIGHLIGHTS INCLUDE:

FREE network audit and healthcheck.

FREE software installed on your server, allowing secure remote access for preventative maintenance, housekeeping and diagnostics.

DAILY preventative maintenance sessions. Monitoring of system performance and checking of system back-ups, antivirus updates, system event logs and hard disc usage.

WEEKLY on-site visits. Checking network settings, incorporating new software fixes, adding & deleting users / peripherals, configuring desktop PCs for new users or installing new hardware and system upgrades.

QUARTERLY review of support incidents (from call logs), service performance compared to SLAs, escalation procedures etc.

UNLIMITED telephone support between 0900 and 1700.

REMOTE diagnostic interrogation of your server to identify system problems and apply fixes.

FIXED monthly fees, payable by standing order.

ON-SITE engineer call-out with option to upgrade to Crisis Call-Out (same day service) at discounted rate.

FIXED monthly fees, payable by standing order.

DISCOUNTS on Bythorn Data Systems professional services (network design, project management, installation services etc.)

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CUSTOMER TESTIMONIALS

We have always been more than satisfied with the service supplied by Bythorn Data Systems. They provide a quick response and have an excellent knowledge of computer systems and their associated problems.

Colin Dobson
Managing Director
M4 Design Company
Newbury

They are flexible and responsive to our needs, have a good technical knowledge and have taken the trouble to understand our business and know the heavy reliance we put on our systems on a day to day basis.

Stuart Higgins
Proprietor
Higgins Day
Chartered Accountants
Maidenhead

They are responsive, provide a tailored personal service and have met our expectations in every way.

Ms Lynne Griffiths
Senior Partner
Griffiths Robertson
Solicitors
Reading



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Talk

to **Bythorn Data Systems** about:

- Desktop pc support and installation
- Server and network support and installation
- PC and server software
- PC and server hardware sales and upgrades

Talk

to us today

Phone (0118) 926 9444

Fax (0118) 926 9445

E: enquiries@bythorndata.co.uk

W: www.bythorndata.co.uk

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