



Supportminds for small businesses.

UNBEATABLE IT HELPDESK SERVICES WITH NETWORK MONITORING TOOL.



Supportminds

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Tech support for Small Businesses

To a small business, technology is the biggest joy and yet the largest worry, As maintenance is crucial to the way they run their business. That's why even a small breakdown can result in sizeable downturns. This is where the right tech support service becomes so important. Supportminds presents tech support that's in tune with the specific wants of small businesses. With Supportminds Network Monitoring Tool (SNMT), it's like having your own dedicated tech support team, at a marginal cost.

Supportminds Network Monitoring Tool (SNMT)

Your network may be complicated and expensive but your IT management tools don't need to be. Supportminds Network Monitoring Tool (SNMT) is the only application that combines Network Inventory, Help Desk, Reporting, Monitoring and Troubleshooting in a single, easy-to-use interface designed for IT teams in small and medium businesses. This Network Monitoring Tool is powered by Spiceworks.

Customised Service Packs

Small businesses can now benefit from IT helpdesk services offered by Supportminds tech support packages. You can choose from **Business Standard** (Annual and Monthly Recurring) and **Business Lite** (Annual and Monthly Recurring), based on the techsupport need of your business. Both plans offer you a world of convenience, that will free you from the tensions of technology maintenance and help you concentrate on your business. It truly complements any existing tech support you may have. And brings down the overall cost.



Business Standard	Business Lite
Monthly Recurring 15 Support calls \$100 for 1 month Unlimited dashboard entries Support Map	Monthly Recurring 5 Support calls \$50 for 1 month Unlimited dashboard entries SupportMap
Annual 150 Support calls \$1200 for 12 months Unlimited dashboard entries Roll over unused calls Network Monitoring 10 BitDefender client licenses	Annual 60 Support calls \$600 for 12months Unlimited dashboard entries Roll over unused calls Network Monitoring 5 BitDefender client licenses

Scope of Support

Supportminds SMB offers desktop, network and security management services which are built specifically for Small Businesses.

Our full complement of installation, operations, maintenance, and support services are listed below to further facilitate your understanding of our scope of support.

✓ Installation(Routers/AP's/Adapters/NIC's)
✓ Setting up LAN
✓ File and Printer Sharing
✓ Setting up a Wireless N/W
✓ Setting up a modem

✓ Installing OS (Windows flavours)
✓ Installing External Hardware (USB Devices & Printer)
✓ Installing internal Hardware (RAM/Hard Disk etc)
✓ Install and Setup browsers (IE,Netscape,Firefox,Opera)
✓ Setting up System password
✓ Setting up wireless security
✓ Removing all Spyware, Adware and Malware from your computer
✓ Configure personal firewalls
✓ Setting up VPN (On Router)
✓ Parental Control (URL Filtering)
✓ Setting up email (single and multiple accounts)
✓ Installing windows updates and service packs
✓ System Restore
✓ BIOS Setup (How to)
✓ Remote assistance where applicable
✓ Formatting and Partitioning
✓ Defragmentation (How to)
✓ Power management - Laptops (How to)
✓ Setting up Profiles
✓ Installing 3rd party applications (How to)



Supportminds Advantages

Supportminds sees your company in totality! Our tech support will cover your company network as a whole, rather than just individual PCs. Our 24x7 tech support experts can resolve your problems either over phone or through remote login. Our business solution is easy to use, easy on the pocket and so simple to register! Our advantages are so simple and clear!

- ✓ Dedicated help desks - Say goodbye to the usual -“we’ll get back to you’ response!
- ✓ Get solutions faster – Resolution focused support!
- ✓ Absolute value for money – Cost-effective compared to other modes of tech support!

What makes Supportminds the techie hot house it is?

Supportminds is a leader in lending quality tech support. Today it has leveraged its valuable industry and technological experience by offering tailor made packages for small businesses.

- ✓ 10 + year heritage serving 30 OEMs, 15 million customer support calls.
- ✓ Flagship Company of the CSS group which has established credentials in tech support, testing, product development & remote support management.
- ✓ Global reputation for advanced tech support delivery.
- ✓ Pure play tech Support Company which has invested in creating a comprehensive solution specially targeted to small businesses.
- ✓ Over 4000 employees united by a passion for technology

Now isn't it time you contacted us and got your own IT Help Desk?

Call us at: 1 888 438 9113 right away!