

IT SUPPORT PACKAGES



Put Your Trust In Dragon

IT systems have never been more important in the workplace, providing you with the systems and infrastructure to make your business successful. However the very nature of these complex devices, connected to the Internet and cloud services, and then targeted by ever evolving viruses, spyware, and malware means inevitably that there will be problems and faults from time to time. Our role is to protect and limit the impact of those problems to your business, and whenever possible to predict and correct any potential issues before they affect you!



All Inclusive Service

At DragonMicro we don't believe in complex segmented contracts – we support your entire system hardware from server to network to PC and all industry standard software. This comprehensive contract covers all onsite, remote and telephone support and includes our pre-installed 24/7 Smart Monitoring system.



24/7 Smart Monitoring

Running in the background of your PC, Smart 24/7 Monitoring helps us to continuously detect, diagnose and where possible fix problems before they become issues. When help is required, this same software provides us with a pre-installed link to 'remote' into your machines quickly and seamlessly.



Monthly Reporting

Our Smart Monitoring software generates an automated monthly report which provides a list of active and resolved problems, tickets and outstanding issues that have occurred during the month. Ultimately we use this information to generate an overall health score, providing us with a unique method of ensuring we provide the very best support.

Monthly Agreement



We know that feeling trapped in a contract sucks! Circumstances change and having the flexibility to adapt is essential when running your business. That's where our one-month rolling contracts shine. At Dragon you enjoy all the benefits of a fully managed IT provider, on your terms, without the lengthy contract and just a single monthly commitment.

On-site Health Checks & Reports



In addition to Smart 24/7 Monitoring, we perform an in-depth onsite Health Check twice a year. By analysing your systems performance, in combination with patterns identified over time, we can offer advice on preventative measures and ensure the systems resilience. Onsite consultation and personal feedback gives you a better understanding of your own infrastructure and allows us to develop a working roadmap for future improvements.

Included Active Anti-virus



Recent events have proven how devastating a breach in computer security can be, that's why all our contracts include antivirus and malware protection as standard. There is no additional subscription or purchase - everyone is covered at no extra cost. Fully integrated within our Smart 24/7 Monitoring solution, It notifies us if any viruses are found or any malicious attempts that were prevented. Similarly, if any essential updates or patches fail, Smart 24/7 prompts us to intervene.

Back-up Routines



Your servers are the core of your IT infrastructure, lose them and your business will come to an abrupt halt. With backup solutions it is always important to ask your self how long you can afford your critical infrastructure to be down, how much data you can afford to lose. Our backup monitoring ensures that your back-up solution is always working, allowing you to download important files instantly and restoring your servers backup up and running as soon as possible.

Disaster Recovery Planning



With so much reliance on IT within your business, any significant failure or a ransomware attack is a real disaster. To protect you we create & maintain a full disaster recovery plan. Your disaster recovery plan outlines everything we do to protect your business from data-loss and service interruption. If the worst does happens, it outlines the procedure to get you back up and running as quickly as possible.

The Plans

	Essentials	All Inclusive
Remote Monitoring	✓ Included	✓ Included
Included Anti-virus	✓ Included	✓ Included
IT System Audits	✓ Annual	✓ Bi-Annual
IT Development Plan	✓ Included	✓ Included
Backup Monitoring	✓ Included	✓ Included
IT Support	— Pay As You Go	✓ Included
System Maintenance	— Pay As You Go	✓ Included
Disaster Recovery Plan	✗ Not Included	✓ Included
Update Management	✗ Not Included	✓ Included
	£8 Per Device/Month	£25 Per Device/Month