

What Z Blocks cover, how they work and why you should use them

What does Z Blocks IT Support Time cover; what's not covered?






Z Blocks covers a wide range of IT and IP telephony including:

- Hardware Maintenance
- Anti Virus Monitoring Systems & Services
- Windows Updates (WSUS) Service Packs
- Backup & Health Checking for Microsoft Small Business Server
- Remote Access – Remote Offices/Remote Workers
- E-Mail, Business Systems & VPN
- IP Networks
- Windows & Blackberry Mobile Messenger
- Data Cabling
- IT Project Management
- System Migration & Upgrades
- Disaster Recovery
- WAN Connectivity
- ADSL, SDSL, Private Circuit, MPLS, ISDN, PSTN

The Z Blocks service does not cover the procurement of new hardware or software; fixed-price project work; non Intel-based systems; non-core Microsoft and third party applications.

How does Z Blocks IT Support Time work?

Z Blocks IT Support Time operates like your postage franking machine. You top up your Z-Account with prepaid Z Blocks, which get used up when you call us for IT support. Like postage, the faster the response you require, the more Z Blocks it will cost you.

 Step 1	You buy a quantity of Z Blocks pre paid IT Support time which we debit in your dedicated Z Account
 Step 2	Whenever you need expert IT support you contact our Help Desk, describe your problem and tell us how urgently you need us to respond.
 Step 3	Your assigned engineer will establish with you whether we can best support you remotely or on-site
 Step 4	Our engineer starts work within your requested response time to resolve your problem.
 Step 5	We deduct the relevant number of Z Blocks from your Z Account

Why use Z Blocks IT Support Time from Zero One Technology?

Year-round support

Z Blocks IT support is available 24 hours a day, 7 days a week, 365 days a year,

Flexible service levels

You can specify a Same Day within 15 minutes or within 2 hours or Next Business Day 8 hour response times on an incident-by-incident basis, depending on the urgency of your issue. You can call us day or night 24-7-365

Guaranteed response times

We promise to respond to your call within the specified time. If we don't, we'll compensate you.

A Help Desk with real people

When you call the Z Blocks Help Desk your call will be answered in person. You'll never have to "press 1 for this department or 2 for that." You'll be helped by a real person every time.*

*During out of hours your call may be redirected to a service engineer which may go to voice mail initially however he/she will return your call within 15 minutes.

Outstanding customer support

When you call, the informed Z Blocks response team will manage your incident and keep you informed at all times on the progress of your case. If you ever want to speak to a manager from Zero One Technology about the Z Blocks service, just call us.

Direct access to engineers

In emergencies you sometimes need to speak directly to your engineer – the Help Desk just won't do. If that's the case, we can patch you through.

Engineering efficiency

PDA's, VPN access, SMS fault notifications... These are just some of the communications technologies our engineers use to provide you with a responsive, high quality service.

System Audits and advice

When you buy your first Z Blocks we can provide an initial audit of your company's IT system. Where appropriate, we will offer recommendations which could improve the efficiency of your IT infrastructure. Also if any hardware ever needs replacing, we'll advise you of your best options and give you discounts through our links with hardware manufacturers.

Key features of the Z Blocks IT Support Time service:

You only pay for what you use:

- You Pay NOTHING when your IT is working
- Support is available 365 days a year, 7 days a week, 24 hours a day
- We support you on an incident-by-incident basis in the most cost-effective way: either via remote access technology or by attending your site.
- You choose the response time – on an incident-by-incident basis
- You can choose Same Day or Next Business Day response times

Ordering Z Blocks and enjoying the benefits of IT support is simple

If you are already convinced that Z Blocks makes sense for your business you can open a Z Account and buy your first Z Blocks immediately:

Call: 020 8614 8200 Email: sales@z1tech.net

Simply specify the number of Z Blocks you wish to buy: we'll send you an email confirming your order, a copy of the Z Blocks terms & conditions to sign and an invoice which is payable within 7 days.

A revolutionary IT support service that's truly **different**

**For more information or to
arrange a face-to-face meeting**

If you would like to discuss your specific
IT support requirements, either face-to-face
or over the phone, please call us on

020 8614 8200.

ZBLOCKS
IT Support Time