



*“Want to know
what your IT support bill
will be next year?”*

IT really helps your business

Small businesses understand increasingly how information technology is able to improve their business processes. Whereas in the past IT-spend was often considered to be a grudge purchase, nowadays people are keener to use desktop computers for their key requirements – this includes everything from accounting to e-mail and document storage.

*Are you choosing the
right technology for your
business requirement?*

... but what's the cost?

IT infrastructure in small businesses tends to grow organically. Equipment is often a mixture of old and new, and is purchased from many vendors with price commonly being the deciding factor. As its footprint increases in the business – its criticality increases correspondingly.

Trade-offs between capital expenditure and ongoing maintenance costs are not easily apparent for such purchases. A great deal may prove expensive if failure or poor configuration of a critical component affects your operations. Costs may also be incurred through inefficiencies introduced by the wrong choice of solution. Are you choosing the right technology for your business requirement?

and when things break ...

- You try to fix it yourself.
- If that doesn't work then you call for ad-hoc support. They charge by the hour.
- And it's more hours than you thought.

... how about an alliance partner?

SmallBiz Alliance

The SmallBiz Alliance service plan

At SmallBiz we take a different view to the typical ad-hoc support that others offer. We offer ongoing support contracts to small businesses at a flat fee. Customer satisfaction is ensured through a service level agreement. This approach means that we have to make sure that your IT structures are robust and that they are supported by competent personnel. If things run smoothly then we'll be happy – and so will you!

Predictable cost

Knowing your IT support costs up-front allows for better budgeting. Other companies limit the available support hours on their fixed price service plans. We don't.

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A better infrastructure

We do the research and make the recommendations on the best possible platforms for you to run your business. In addition to being more robust, you'll find that things work better than they did previously. We have to get this right – our own business depends on it.

We can also consolidate all your suppliers support agreements and coordinate them to ensure that you receive consistently high-quality service without having to understand the technical details.

Our periodic reviews of industry practices allows us to recommend tailored configurations to maximise your return on the technology that you have acquired and to extend its life instead of replacing it when the next *new thing* is promoted.

You can focus on what you're good at

With your IT infrastructure in safe hands you can now concentrate on other things – like growing your business. The PA's problematic printer is no longer a soak on your time!

Interested? Let's meet to discuss your needs

We'll gladly come over for a free initial evaluation. Our support engineer will be able to discuss prices and options on a SmallBiz Alliance service plan to meet your requirement.

www.smallbiz.co.za

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