



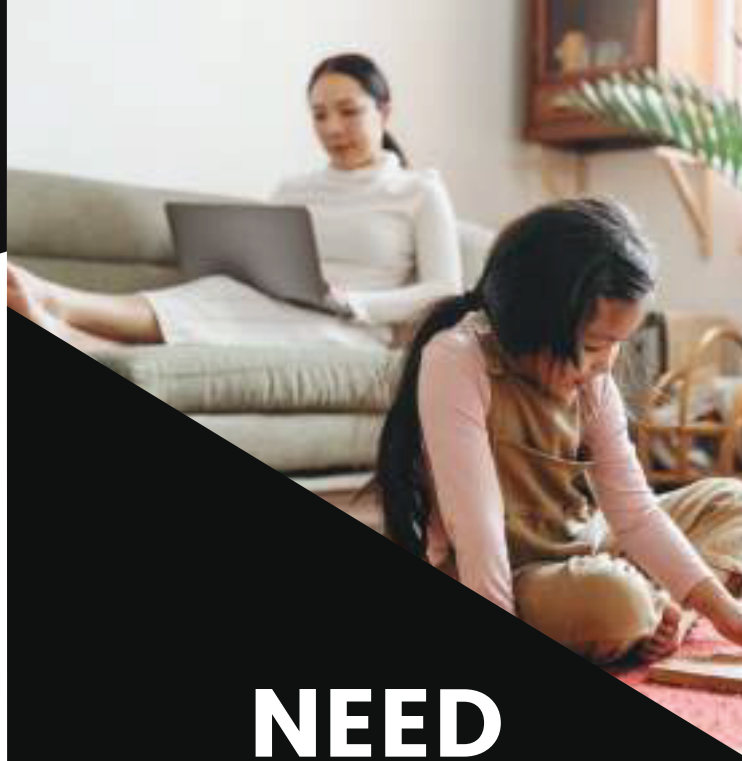
## Why take out a Housecall Service Contract with Fortify247?

Here at Fortify247, our services are providing peace-of-mind every day to our customers in Sheringham and throughout North Norfolk.

We are extending our services into your home or place of work. You can now have an IT expert on-call to solve any issues found on your computer\*. You can rely on Fortify247 to keep your computer working as it should.

\*Functioning internet connection may be required.

**“Exceptional service and extremely good value for money.”**



# NEED OUR HELP?



01263 805012



info@fortify247.net



3 Barford Road Sheringham  
Norfolk NR26 8EG



www.fortify247.net



## HOUSECALL SERVICE CONTRACT



Get peace of mind by being part of a

**FORTIFY247 HOUSECALL SERVICE CONTRACT**

Perfect for home and small business use

## How Fortify247 is different from other IT support providers

At Fortify247, customer service is at the heart of everything we do. We aim to provide every customer with a professional and reliable service. This is why we see individuals and businesses returning again and again for advice, products, and services.

## What Housecall Contract would suit you?

We have a range of Housecall Service Contracts to choose from, created with individuals and families in mind.

At the heart of these services is a regular, comprehensive housekeeping and maintenance process, carried out remotely and securely, constantly monitoring for potential problems and preventing them.

We have 3 contracts:

- Basic
- Standard
- Premium



The table on the right summarises the services included and the prices. If you would like to discuss your needs, please get in touch so we can ensure that you choose the most suitable service contract for you. At Fortify247 our Housecall Contract offers:

- **Rolling monthly contract with no tie-in period**
- **Telephone support**
- **On-site visits (except Housecall basic)**
- **Regular pro-active maintenance**
- **Remote support**
- **Help and advice**
- **Managed anti-virus (optional)**
- **Managed backup (optional)**
- **High Level Security (optional)**

With other IT support services, most of this is package dependent or often at an extra cost, with a 12 month commitment.

This is why you should choose a Housecall Service Contract from Fortify247.

\*Additional on-site visits cost £60 per first-half hour, £50 per additional half hour. (Maximum 2 hour charge)

\*\*Includes telephone help and instant remote support between 10:00am and 4:00pm Monday-Friday. All other times, by message or email.

	Basic	Standard	Premium
Devices covered	1	1	1
On-site visits included *	✗	1 per year	2 per year
Fully managed Webroot Anti-Virus and Internet Protection	✗	✓	✓
In-store service and speed up	✗	1 per year	2 per year
Weekly spyware and anti-virus health check	✓	✓	✓
Access to our computer experts to resolve any problems **	20 mins per month	30 mins per month	unlimited
Monthly removal of unnecessary temporary files that can choke your system	✓	✓	✓
Monthly tests to check for early warning signs of problems	✓	✓	✓
Regularly ensuring that the latest software updates are applied to your system to reduce failures and security problems in the future	✓	✓	✓
Regularly organise your disk drive to prevent your computer from slowing down over time	✓	✓	✓
Sentinel One – Realtime Ransomware and attack protection	✗	✗	✓
Cost per calendar month	£9.99	£14.99	£24.99