



# Services Guide and IT Handbook

PRESTIGE  
**IT** support  




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## Welcome

Inside our handbook you'll find a complete run down of our services how they can help you and some neat industry tips and tricks

Need a quick answer  
to your question ?  
Call 0845 634 6105

# About

Prestige have over 16 years experience in the IT industry in a diverse range of sectors ranging from military and defence to finance, automotive and manufacturing. Our aim is to provide a personal, professional and reliable service to our customers. We not only offer traditional services such as desktop, laptop and server support but also expertise in areas that many of our competitors do not such as project management, business strategy and environmental issues. We have extensive contacts throughout the IT industry with companies such as Dell, HP, Microsoft and Cisco and a wide range of other

hardware and software vendors. We also offer more specialist support for ERP (Enterprise Resource Planning), EDI (Electronic Data Interchange) and DOM (Document Output Management) systems from software vendors such as Microsoft, Lawson and Streamserve.

Our aim is to provide a personal, professional and reliable service, whilst cutting your IT overheads without reducing quality of service to your customers.

# Jargon Buster

# Services

Find all our services here from streamlining to hardware installation. If your having problems and dont know where to start just give us a call and we'll be happy to help.

## HARDWARE

We can source any hardware and having partner agreements with Dell, HP and Cisco you can be sure that you will get reliable, quality hardware backed by the worlds biggest manufacturers at the best prices. We can then go on to install your chosen components to ensure that your upgrade or hardware change goes smoothly.

## SOFTWARE

We are a Microsoft Registered Partner and using our extensive network of suppliers and industry contacts can source any software at competitive prices. We can advise what software suits you best aswell as go through the installation process for you , just to make sure you dont get any hassle. Prestige also offer support in more specialist areas such as ERP (Enterprise Resource Planning), EDI (Electronic Data Interchange) and DOM (Document Output Management) systems. We have a number of years experience with Microsoft Axapta (now Dynamics AX) and Movex 9

to 12 ERP systems. Prestige can also offer help and advice on EDI and Streamserve document output management software.

Cant find the software that you really need ? Well we can help with that too by creating bespoke web and local software just for you .

## WEB DESIGN

Whatever your web requirements, Prestige can design a site to meet your needs. From a simple static website to a full flash animated, secure shop enabled site. We can also provide competitive deals on hosting and domain

name registration.

## DATA PROTECTION

Prestige offer data encryption solutions including full disc, file/ folder and removable media (such as USB stick etc) at excellent prices. We are an AVG authorised reseller, so can offer anti-virus solutions to business's of all sizes.

## IT INFRASTRUCTURE

We offer a wide range of infrastructure services including LAN, WLAN and VPN solutions from companies such as Cisco and

3Com. We also design networks and install electrical cabling runs, giving you a complete infrastructure

business needs. Support can be offered on-site, remotely using various remote access methods (dependent on your infrastructure) or via telephone.

## IT SUPPORT

Prestige IT can meet all your daily IT business requirements. Support ranges from hourly assistance, purchasing blocks of hours in advance, to monthly rolling and annual contracts. We have a wide range of contract structures and payment schemes to fit business's of all sizes and to suit your financial requirements. These are used as a template for your support requirements, however all contracts are tailored to your individual



# Tips



# Contacts