





Preventa Limited is a full service I.T. solutions company that has been trading in central Birmingham for many years. The aim of Preventa Limited is to offer a professional and approachable service to all of our clients equally, and we pride ourselves on being at the forefront of all aspects of this service.

Preventa Limited provides a unique outlook on I.T. solutions. The localised geographical area covered by our sales, consultancy and engineering team allows us to react swiftly and to our maximum potential, thus resulting in Preventa Limited exceeding client expectations.

All work undertaken by Preventa Limited is carried out by Microsoft Certified engineers with a determined view to correct all failures immediately. Should this not be possible, we will offer an acceptable solution before leaving the site. Due to the diverse nature of our clients' systems and businesses, we have a vast array of solutions which are at our clients' disposal at all times.

We audit all enquires and visits as a matter of course: Allowing all engineers to be fully informed of your system history maximises their productive time. Consultancy is an important area of Preventa Limited's service. This ensures that the correct equipment and solution for your needs, now and in the future, are put into place. The costs of adapting your bespoke business solution are greatly reduced in comparison to purchasing a totally new solution at a later date. Preventa Limited adopts a policy of only working with the best in quality brands. This policy results in an uncompromised total support of all hardware and software supplied.



Company Profile

We offer the total shared knowledge of our team to all our customers, advising only proven solutions based on experience and results.

Our main areas of consultancy advice include:

Security

Network

Server Support

Remote Access

Remote Support

Relocation

Software Solutions

Peripheral Advice

Cost Saving Solutions to new and existing systems

Please feel free to contact a member of the sales team to arrange a consultation for all or some of the above; additionally, if you should need consultation on any other areas of your IT, please contact our sales team.



Consultancy



As a Microsoft Partner and working with the market leaders in I.T., we are able to purchase and install the very latest approved software and hardware on the market, putting our clients at the forefront of technology.

The market place is now saturated with hundreds of IT product manufacturers claiming that they provide the best IT products. Before a product enters Preventa for general sale, we stringently test all hardware and software to comply with our high standards enabling us to offer advice that can be trusted.



TOSHIBA

Canon

SAMSUNG

SONY

brother



OKI

Hardware & Software



Wear and tear on local and networked printers in businesses and other organizations cause printers to break down with alarming frequency.

For most printers, the manufacturer's warranty covers parts and labour for a one year period after the product was purchased, and allows for replacement of defective products at no charge. In many cases, warranty extensions can be purchased at the time of the original sale, providing service, support and routine maintenance from the manufacturer over the printer's entire life span.

However, Preventa offers services specialising in printers, copiers and other office equipment repair faster, more dedicated and lower prices than the original manufacturer.

From a simple Laser Printer to an all more complex high volume Digital Photocopier, Preventa can provide a full service from consultation, supply to engineer installation of Photocopiers, Printers (Laser and Plotters).



Printers and Copiers



Preventa Limited work with the largest brands in IT on a regular basis. As a Microsoft Certified Partner, we can offer not only experience but also total peace of mind with hardware repairs, all being carried out at our in-house workshop by Microsoft Certified engineers. This allows us to control quality, cost and provide the service expected by our clients.

Our computer specialist support provides, both on-site and workshop PC repair to businesses.

Below are common problems that we resolve:

Computer not starting

Power failure

Operating System failure

Computer running slow Virus / Spyware / Pop-Up's

No connection to the Internet

Wireless network not working / not secure Data Loss

Peripheral Connectivity Problems Router

Firewall configuration Problem



Repairs



Support PSLA

We can offer a comprehensive adaptable range of maintenance support, from fixed PSLA contract comprising of a bespoke package suitable to your needs, to a call out service for system failures, chargeable at an hourly rate. The call out option is not advisable for business users with more than a single workstation, as it can prove costly in comparison to the scheduled PSLA contract, which is aimed at preventing system failures.

PSLA Packages			
Package	Silver	Gold	Platinum
Scheduled on site	½ Day PCM	½ Day PCW	1 Day PCM
Disaster calls	1 Per Annum	4 Per Annum	8 Per Annum
Remote Support*	1 per month*	5 per month	Unlimited
Consultancy Sessions	Yes	Unlimited	Unlimited
Telephone*	1 hour PCM	2 hours PCM	4 hours PCM
Server	Yes**	Yes	Yes
Hardware discount	No	Yes	Yes
Additional hourly rate	35% off	40% off	45% off

* Remote Support This service is available Mon-Fri 9.30am until 5.30pm (excluding public holidays).
 * Telephone Support This service is available Mon-Fri 9.30am until 5.30pm (excluding public holidays).
 * Rapid Response This service is guaranteed within 12 working hours from log (excluding public holidays).
 **Only as part of the PSLA hours.

Non PSLA call out

Time	Hourly Rate
Mon-Fri 9.30am until 5.30pm (excluding public holidays).	£ 75.00
All other Times	£ 100.00
Remote Assistance (available Mon-Fri 10am until 6pm (excluding public holidays).	£ 1.00 per min (Min 15 mins)

There is no call out charge for customers within the Birmingham Ring Road as indicated on our area of cover map illustrated on our contact page. If you are based further afield, please contact. Call out charge may apply depending on your location. Please note all prices illustrated above exclude VAT at the appropriate rate. All PSLA contracts do not include the cost of materials such as hardware and software. All PSLA are based on a minimum 12 month agreement and is payable by standing order.



Data Recovery

Data recovery is the process of retrieving deleted or inaccessible data from failed electronic storage media such as computer hard disk drives, removable media, optical devices etc.

Your data can become inaccessible due to a software problem, computer virus, mechanical and electrical malfunction or deliberate human intervention.

Regardless of the cause of your data loss, our experienced, qualified engineers are able to successfully recover lost data 80% to 85% of the time.

Do you find that your IT engineer or administrator is always firefighting?

Do you feel that more can be achieved by a scheduled monthly visit?

Do you know that you can considerably reduce your maintenance costs by preventing failures and not reacting to failures? This will also increase your productivity, minimising the downtime. Preventa is the equivalent of having your own IT department.

"Preventa is better than cure!"



Microsoft
Partner

