

**SPEND \$ 200 AND WIN !!**

Spend \$ 200 or more on any of our services below and you automatically go into the draw for a:



**LAPTOP**

**OR**



**\$ 1,000 CASH**

\*Available to the first 50 customers only.

## OUR SERVICES

- \* Computer Repairs & Maintenance
- \* Laptop Repairs & Maintenance
- \* Computer Virus & Spyware Removal
- \* Home & Office Networking
- \* Home & Office Wireless Networking
- \* Internet Security & Firewall Solutions
- \* Data Recovery & Backup
- \* Monthly Maintenance Packages
- \* Computer Help & Training
- \* Website Design, Programming & Implementation
- \* Customised Software Programming
- \* Software Installation & Training

**THE BIG 'IT' DIFFERENCE**

**MAINTAIN IT. THE BIG DIFFERENCE**

### 3 PHASE SUPPORT

#### Understanding

The first thing we do is provide consultation. We want to understand your business, your priorities and how we can help you to achieve those aims with the benefit of 'best practice' in an IT environment. We also want to know what your current IT costs are so we can design a more cost effective plan to suit your budget and make your 'system' work harder and more efficiently. We also distribute a survey to your staff so that we also understand their IT concerns and requirements so that the whole team works in a user-friendly and efficient manner to achieve the best results for you.

#### Stabilisation

This is how we ensure that your network and IT system is reliable and continues to be reliable. Our goal is to prevent problems recurring by fixing root causes. We also oversee the effect of any changes we make so that your 'team' is comfortable in their improved IT environment and more importantly, efficient. During the process, through extra scrutiny, we may apply one of our Focus Solutions to address any key business objectives that may have slipped under the radar.

#### Support

This phase is about ensuring that your IT environment provides a cost-benefit for your business. This is an ongoing process because we want you to maximise the value of your IT dollar. It also ensures that your network stays highly organized, documented, and stable. Preventative maintenance, software updates, and staff training are the hallmarks of this process. We also provide a regular Strategic Review for your management team. Resulting feedback from management keeps us on top of any new business objectives so that we can assist further and with regular staff surveys we can ensure that your team is working efficiently and consistently to meet your key objectives.

### Magic Computer Solutions

Unit G / 2 Reliance Drive  
Tuggerah Business Park NSW 2259  
Ph: 1300 657 701 Fax: (02) 4351 0456  
Web: [www.magic-it.biz](http://www.magic-it.biz)  
Email: [info@magic-it.biz](mailto:info@magic-it.biz)

*"The alternative is MAGIC!"*

Does your  
**COMPUTER**  
drive you  
**CRAZY**  
when it  
doesn't  
work ?



Don't **scream!** Call us



**1 - 5 COMPUTERS**

- \* 10 hours onsite support per month.
- \* 2 - 3 hour response time.
- \* Access to online helpdesk.
- \* 7 day a week access to technicians.
- \* Access to online security info.
- \* Detailed monthly IT status report.
- \* 10% discount on hardware purchases
- \* FREE email support

**WHAT WILL IT COST?**

**Monthly fee: \$ 420 (includes GST)**

**Hours : 10 hours per month**

**Response Time : 2 - 3 hours**

**Min. Contract Term : 6 months**

**Each additional hour: \$ 60 per hour**

**SAVING OF**

**\$ 180 PER MONTH**

**\* conditions apply**

**6 - 10 COMPUTERS**

- \* 20 hours onsite support per month.
- \* 2 hour response time.
- \* Access to online helpdesk.
- \* 7 day a week access to technicians.
- \* Access to online security info.
- \* Detailed monthly IT status report.
- \* Access to online newsletters
- \* 15% discount on hardware purchases.
- \* FREE email support.

**WHAT WILL IT COST?**

**Monthly fee: \$ 800 (includes GST)**

**Hours : 20 hours per month**

**Response time : 2 hours**

**Min. contract term : 12 months**

**Each additional hour: \$ 50 per hour**

**SAVING OF**

**\$ 400 PER MONTH**

**\* conditions apply**

**10 + COMPUTERS**

- \* 50 hours onsite support per month.
- \* 2 Hour response time.
- \* Access to online helpdesk.
- \* 7 day a week access to technicians.
- \* Access to online security info.
- \* Detailed monthly IT status report.
- \* 20% discount on hardware purchases
- \* Website Maintenance.
- \* FREE telephone and email support.

**WHAT WILL IT COST?**

**Monthly fee: \$ 2,000 (includes GST)**

**Hours : 50 hours per month**

**Response time : 2 hours**

**Min. contract term : 12 months**

**Each additional hour: \$ 45 per hour**

**SAVING OF**

**\$ 1,200 PER MONTH**

**\* conditions apply**