

Remote Support from Hitchin I.T. Services Limited

Hitchin IT Services Ltd is now offering a brand new package. Home customers and Business employees can now benefit from Instant remote support.

Remote support is completely secure. Technicians gain control of your computer over the internet in seconds, without the need to preinstall software. This service is available for both home customers, with wireless routers, or large businesses with secure firewalls. No configuration of hardware is needed; we obtain your authorisation each time you require support, then we connect directly to your computer.

The only way to receive our remote support service is by subscribing to our Bronze Business Membership. This lasts for a period of 1 year and also entitles you to 10% discount on all services provided by Hitchin I.T Services LTD.

We currently have three types of Bronze Memberships available

Business unlimited £220 per year

15 computers owned by your business at a rate of £20 per half hour.

Business standard £130 per year

Up to 3 computers owned by your business at a rate of £20 per half hour.

Home standard £75 per year

Up to 2 computers owned by your household at a rate of £20 per half hour.

All prices are subject to 15% VAT

No matter where you are in the world a technician can support your computer. Please call or email one of our technicians to book your remote support session when required.

Remote Support Service is available between Monday – Friday 8am – 9pm Saturday 10:00am 12:00pm

Telephone Booking is available Monday Friday 9:00am 5:00pm Saturday 10:00am 12:00pm

How remote support works In order for our technicians to support your pc wherever you are in the world log onto our remote support website at the arranged time <http://www.hitchin-it.com/support.html> and type in your unique 6 digit pin code. You will receive a new pin code for every booking you make.

Alternatively, we can also gain control of your computer via a link sent to you by email.

Advantages of Remote Support

Technical support anywhere in the world without preinstalling software

Cost effective – half hourly rates, no call out fee

Hassle free service – no engineer required in your premises

Connection to systems even whilst in "safe mode"