# IT SUPPORT & MAINTENANCE CONTRACTS

*"Looking for a company that will provide you with the peace of mind that your IT Hardware and Software is supported, maintained and monitored, 365 days of the year."*

An annual Support and Maintenance agreement with Tierney's will provide the managed IT services for your hardware and software infrastructure and business networks, 365 days per year. Our proactive approach and experience within the hospitality sector ensures that your business operates with the most robust hardware, safe, secure and intelligent software that best suits your organisation. Our contract includes as many remote calls or on-site visits that you require to ensure that your business runs smoothly and efficiently.

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*Main Benefits Experienced by our customers:*

- Efficient response times to your IT systems needs, eliminating down time, data and financial losses.
- Transparent annual contract charge, which is easier to manage than individual call-out or replacement parts charges.
- Dedicated account manager that is familiar with your systems, set-up, property and people.
- Tierney's boasts over 200 years of engineering experience within the hospitality sector.
- Customisable solutions that are specific to individual requirements, supply and install all hardware and software.
- Additional products and services such as Managed Print Services, Wi-Fi Managed Services, POS Hospitality Solutions and Cloud Solutions- we offer the 'Total Solution' for your IT Infrastructure.
- Expert advice and consultation on the most up-to-date systems specific to the Hospitality sector.
- The individual relationship and dynamic of a family run organisation, such as Tierney's provides great 'Peace of Mind' for your IT Requirements.

## KEY FEATURES

- Hardware and Software Support
- Parts and Labour contracts available
- Remote and On-Site Support
- Immediate point of contact
- Unlimited calls and visits
- Remote monitoring and management software installed on all servers
- Daily Monitoring of your data back-ups
- Dedicated Account Manager
- Cover provided 365 days per year

*Why Tierney's*

Tierney's have supported businesses in the hospitality sector since 1993 and are now supporting many such organisations, countrywide in both Ireland and the UK. We have developed long-standing relationships with our customers, ranging from independent family run business to PLC corporates. Our time in the hospitality industry together with our 'best in breed' product range and commitment to customer service, makes Tierney's the obvious choice as your Managed IT provider.

*"We care and we can deliver"*