

Ad-Hoc IT Support Service

For those once in a while support needs...

Our Ad-Hoc Service lets you access our technical capabilities to help solve your issues with absolutely no commitment, no ties and a simple “case by case” approach.

It's a great way to start using our Support Services – if you're worried about moving to a longer term relationship using Pre-Paid or Committed Support, this can also let you “test the water” so you can feel confident you're making the right choice in working with VPW.

How does Ad-Hoc Support work?

There's a simple process for taking advantage of our Ad-Hoc Support services. It's this simple...

- You contact us when you need support
- We'll give you an estimated cost based on the problem you've told us about, or the help you need
- You pay us online for the estimated cost
- Our team fix and resolve your issues

Why choose Pre-Paid instead?

You'll receive free support hours when you first open your account, you benefit from a cheaper rate of support, won't have to pay us before each job. Plus you'll also receive lots of extra benefits only available to customers with Pre-Paid and discounts on our other services. It's a great value option!



What can we help you with?

- ✔ All those day to day issues – broadband issues, server problems, issues printing and so on.
- ✔ Training and Guidance – on a one to one basis or for your whole team
- ✔ Telephone and Fax Systems
- ✔ Network Issues – whether it is a cabled or wireless service
- ✔ Help with using software – for example setting up a mail merge or changing your settings around

Speak to us to see how we can help!