



Searching for simple, cost-effective & professional computer help?

HELPLine - IT SUPPORT

Pay-as-you-go IT support from the experts

Microsoft
CERTIFIED
Partner



Can't justify or afford your own full-time support staff?

Been disappointed or let down by expensive support contracts?

Would you like a service that you only pay for when you need it?

The answer is HELPLine.

With HELPLine you simply buy as few or as many HELPLine units as you require. These units are then used whenever you need to call one of our Microsoft certified engineers.

Unused units never expire.

With most providers you lose unused units at the end of the month or year. With Crusader you simply carry them forward into the next financial period.

Turn the page for frequently asked questions...

For a free, no-obligation consultation

call our Sales Team on

0115 940 5550

during office hours, or by email
enquiries@crusaderltd.com

HELPLine - Frequently Asked Questions

Q What does the HELPLine Service cost?

A An initial cost of £250 gets you 25 HELPLine units. You can purchase as few or as many additional HELPLine units as you need using our pay-as-you-go scheme. Additional HELPLine units cost £10 each. All costs exclude VAT.

There is a monthly administration charge of a single HELPLine unit. The administration charge ensures the following:

- A Microsoft Certified Professional is available to assist you with your support call.
- Your HELPLine account is closely managed. Accurate monthly statements are issued and renewal invoices are raised when your balance runs low.

Q How much time does a HELPLine unit buy me?

A One HelpLine unit buys you 10 minutes of support time.

Q What types of support do you offer?

A HELPLine includes all of the following types of support:

Telephone support

A Microsoft Certified Professional will talk you through resolving your problem over the telephone.

Remote support

A Microsoft Certified Professional will remotely access your system and resolve your problem. This approach is subject to agreement and your site having the required infrastructure in place.

On-site support

A Microsoft Certified Professional will be deployed to your site to resolve your problem in person. Travel time is charged only for the journey to your site, not the return.

Q Can I use the HELPLine units for other services?

A Certainly. You can use them for many of the services we offer. For example, several of our clients use them to pay for training or half day on-site help clinics for their staff.

Q How do I know how many HELPLine units I have left?

A Use of HELPLine units is precisely monitored. Site visits require the customer's signature on a time sheet before the engineer leaves your site. Remote and telephone support calls are carefully logged. At any time we can advise you how many units you have left, this balance is confirmed by your monthly statements.

