

# Andrew's exclusive plan

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**Become an exclusive customer for just £5.99 per month.  
Failsafe backup, free support & cheap repairs!**

## Off-site 'Cloud' data backup

Livedrive cloud backup. This service is amazing. I've been using it for over 3 years. It gives you complete peace of mind over your data. Unlimited storage, unlimited computers. Totally automatic. All stored in a UK data centre. Protect your data against the new encryption viruses like Cryptolocker.

## Annual service and check-up via remote assistance.

Every 12 months I will contact you to see if you would like me to remote in and give your computer a check-up, clean-up and service.  
Includes a Hard disk health check.

## Half price Remote assistance

I will be able to remote in and take control of any of your PCs/Macs to fix a lot of problems. Or just to show you how to do something. Quicker and less cost. Very secure and you have total control at all times.

## Free Email/Phone Support. Email updates.

Regular email newsletters. Hints and tips, other industry news and info such as virus alerts or products you may find useful. Also free email & phone support whenever you need it without worrying about time or cost. Advice on PCs, Macs, purchasing decisions, smartphones, tablets (eg. iPad), smart TVs, home audio, in fact anything to do with home electronics!

## Much cheaper IT support

Eventually I will stop charging for time altogether. As more customers join the plan there will be a rising discount on all extra remote and call out jobs, culminating ultimately in all jobs being a cheap fixed price, regardless of time!  
**Regardless of this, all customers on my exclusive plan will get a much cheaper hourly starting rate anyway!**

**Livedrive** has impressed me so much since I have been moving my customers onto it. Already several lost or deleted files have been recovered. The service gives you UNLIMITED storage and you can put UNLIMITED computers (PC's or Macs) on a single account for no extra charge. The data can be viewed and accessed via any web browser and there are free apps for iPhone/iPad, Android, Windows Phone and Blackberry. The service keeps multiple archived copies of each file so you can download a previous version if you wish. It also has a 30 day deleted file retention. These can be recovered even if you've emptied the recycle bin/trash.

It is totally automatic. All you need to do is occasionally check it's working which is about two mouse clicks! I will send occasional reminders to do this.

Once your data is backed up, it doesn't matter if your hard drive fails, or you throw all your computers in a lake in a fit of madness, your documents, pictures, desktop etc. will be safe.

**Remote access** using Teamviewer will enable me to carry out a lot of computer jobs remotely. This will help me with time management and keep your costs down. These sessions will still be chargeable but half the cost of customers outside the plan. Also it's very useful just to show you how to perform a particular task.

**Free annual service** Every 12 months I will contact you and do my complete clean-up and hardware test to check hard drive/PC health. It will clear out all the junk from Windows and remove any annoying toolbars and dodgy software. This will be done remotely using Teamviewer. This will be for your main computer and will take around half an hour to an hour. I can do extra computers for an agreed price at the time. If malware or viruses are found, this will take longer and cost extra but I will warn you of this before going ahead.

**Free Phone and Email support** Free support and help when you need it without worrying about time and charges. Many customers tell me that they wanted to ask me but didn't want to bother me. Problem solved! The amount of phone/email support I do is increasing and becoming unviable to do for free. I love it but don't get paid for my 30 years of experience. On my plan, you nor I have to worry anymore! You will also receive regular useful emails helping you to use Livedrive and updates on anything I think you might find useful. Hint's and tips for Windows, tablets and phones, warnings about email scams or virus outbreaks and other general goings on. Many people don't realise I can advise on most forms of home or mobile technology, Just ask me.

**Much Cheaper IT Support** As computers become more reliable and tablets and smartphones reduce PC usage, work is starting to become a lot more erratic and I'm finding that increasingly, work is moving to a more help and support role. This is hard to charge for conventionally. My plan solves this problem. Many customers have asked me about regular services so I built a service around my backup product that people could see real value in. Also, once you are on my plan, all call outs and repairs are much cheaper.

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