



## The GCT Managed Service Solution FAQ

Q. How can my business save money by using the GCT Solution?

A. Unpredictable IT costs place a real burden on your business. The GCT Solution gives you predictable, monthly IT expenses by eliminating the costs of upgrades, monitoring, patching and operations of your infrastructure. We give you the flexibility to choose from three scalable plans bronze, silver or gold. You pick the plan that is right for you. This allows you to redirect IT resources, reduce unanticipated support costs and plan your expenses accurately.

For a complete cost analysis, contact GCT Sales on 0845 1085210. You may be surprised at how much we can reduce your current IT spending.

Q. Why should my business choose the GCT Solution over hosting?

A. The greatest advantage GCT has over hosting is that if our network or your Internet Service Provider's network goes down, your systems are still operational. Because the servers reside at each company's premises, the only thing lost during an outage is monitoring and remote backups. GCT will be immediately notified of such an outage and will help restore the network. The GCT solution also includes many of the benefits of hosting, such as security and server monitoring, remote storage of data and fixed monthly fees but for significantly lower cost.

Q. What if my business already has an IT staff?

A. More than a third of all businesses using the GCT solution also employ a part-time or full-time IT staff. By eliminating the necessity to work on low-level, repetitive, non-strategic tasks, the GCT solution frees your staff to focus on long-term strategic technology objectives, such as:

- Intranet portal services for employees
- Extranet portal services for customers

- Line of business applications
- Employee technical training
- Database development and management
- Application performance reporting
- Management of digital dashboards
- Web site development and management
- Aligning IT goals with long-term vision of the management team
- Professional training and certifications

The GCT Solution provides a solid foundation for these initiatives and allows your company to maximize its IT investment.

Q. How does GCT handle backups?

A. Backups are continual and managed remotely. GCT can retrieve customer files from up to 30 days prior to the last backup and this window can be extended for an additional fee.

Q. What kind of hardware is included with the GCT solution?

A. GCT does not provide the hardware; however, we will work with you to choose hardware from any tier one vendor. We can assist in setting up lease programs to make your upfront costs minimal. GCT's only requirement is your equipment be under an approved maintenance agreement or have a qualified parts program.

Q. What kind of software is included with the GCT solution?

A. GCT provides software from Microsoft, SoftwareONE, TechData, Ingram Micro and CDW. GCT provides a very robust software and support platform for small businesses to grow on. The specific software will depend upon the requirements of the customer. GCT can offer very affordable software rental programs from Microsoft as well as the ability to setup lease programs for your software purchases.

Q. Do we need a disaster and recovery plan?

A. The GCT solution solves most IT-related disaster and recovery problems. In the event of a disaster, such as theft or fire, GCT can build a new server with your most recent data and have it on your premises within 24 hours. Customers will still need to plan for desktops and other business specific processes.

Q. If we accidentally delete a file, how will GCT restore it?

A. Simply call the Help Desk at 0845 1085210 and a support representative will restore it over the phone. Or, send requests via email: [operations.centre@globalct.co.uk](mailto:operations.centre@globalct.co.uk)

Q. How often are the server and software updated?

A. Under the Platinum plan the server software are updated every time an update is release according to the published service level.

Q. How are patches and service packs applied?

A. Service packs and software updates are applied after GCT fully tests each one in the lab. All updates are performed after business hours or according to the customer's schedule.

Q. How secure is the server?

A. Security is of utmost importance to GCT. We employ the latest in security technology in all servers and monitor them continually, 24x7x365. Any unusual activity is automatically reported to our highly-trained monitoring team, who follow specific escalation procedures in the event of a breach.

Q. Do we need an Internet connection?

A. Yes – the GCT solution requires a broadband (DSL or Cable) or better connection with static IP. If you don't have a broadband connection, GCT can install one for an additional fee.

Q. What are the contract terms?

A. All contracts are setup to be 3 year contracts. We have the option to cancel with a 30-day cancellation notice. Specific terms will be in the SLA.

Q. What if we decide to cancel the service?

A. GCT will simply terminate the service, remove the services from the server or transfer the services to the customer. Certain prepaid items may be required to be paid to GCT. Our intention is to make it very simple for you to enter or leave a managed service engagement. We want you to use us to supplement your staff on your timeline, not ours.