



The main services available from **Lee Cooke Computing and Design** are detailed below:

Computer Support (callouts available)

The business has been 'running' for over fifteen years, and in this time a large number of individuals and small businesses have called on my services. Examples range from basic 'helpline' services (just being at the end of a telephone or email when needed) through to providing the services normally associated with a complete IT department (see items below). Internet access has been installed for clients (both dialup and broadband / cable), (with dialup services being installed as a temporary measure when broadband is 'on order').

Computer maintenance

This has been both of a 'problem preventing' nature (installing Anti-Virus, Firewall and Anti-Spyware software, together with training on its use) as well as repairs including network server replacement / changeover (with minimal disruption to services).

Computer upgrades

These are normally necessitated by a new piece of software changing system requirements (one of the most common has been people interested in Video and / or DVD editing). These can be as simple as fitting a DVD re-writer or a larger hard drive right through to a complete system 'base unit' replacement, together with associated data and programme transfer.

One to one application and system training

Examples range here from teaching Mail Merge on 'Word' right through to a recent project which has been in assisting a client with getting a book published! This heading normally covers items such as creating a 'step by step' list of instructions in conjunction with the client (normally while they are actually performing the steps on their own equipment). Once the list of steps has been agreed on this is converted into a typed manual for the client's day-to-day use.

Provision of Driver CD's and disks (*subject to copyright restrictions*)

This has normally happened when a virus or spyware 'attack' has caused a large amount of corruption to a client's hard drive, and the only solution is to completely reinstall the PC. The problems usually occur on 'pre-installed' machines, where the original install CD's are either not provided or no longer available (but the client still must have the necessary licenses for the software, or purchase replacements).

Network installation, support and maintenance (*using Windows Vista, XP Pro, XP Home, NT/2000 and Windows 95/98/SE/Me*)

The largest (cabled) network installed for a small business so far at LCCD has been a 15 station network for a local double glazing company. Some 2 and 3 station networks have been installed (mainly for sharing printers and Internet access) and wireless networks have been securely installed. Network Fax systems have also been fitted, and email sharing has been installed.



Telephone/email/fax support service

This is normally the 'first point of contact' for LCCD. This is usually not counted as a support service in its own right, but a means of progressing onto one of the other services. Occasionally problems can be quickly resolved over the email, such as sending a client a list of steps (as mentioned above) or a segment of HTML code, as well as PDF files with setup instructions and screenshots (examples available on request, subject to client confidentiality).

Installation of necessary software and hardware to allow Internet access

This can be as simple as fitting a 'dialup' modem (internal or external) or can be more involved, such as installing ADSL (either direct, wireless or via a router) for a small business. Cable installations (NTL) have also been carried out (both via Ethernet (preferred) or USB). *(Please note that broadband services require 5-10 days previous to our visit to be 'activated' in most cases. Contact me for further assistance if required.)*

Building/Supply of second-user PC equipment

Occasionally used to supply quick replacement PC's or loan PC's when machines are in for repair, these computers can also be used for recovery of customer data.

Site survey and support

Some of the small to medium businesses need their requirements thoroughly checked and a report prepared detailing their requirements, as well as approximate costs. A written report is also included as part of the survey, if required. Surveys can also include a list of recommended equipment and suppliers quotes.

Custom written help guides/manuals

These manuals are usually written in conjunction with the 'one-to-one' training courses mentioned earlier, but some guides are available to customers via email or for download as e-books (examples available on request, subject to client confidentiality).

Also now available:

Quality support for individuals and small businesses

This section of the 'support services' involves Customer Maintenance Contracts. These contracts give a guaranteed callout within a certain period of time, as well as telephone and email support whenever needed. On-site visits are also charged at a reduced rate compared to standard visits.

Type 1: ½ Day per month on site (general maintenance), plus other items as above.

Type 2: 2 ½ Days per month on site (normally 1 per fortnight) (general maintenance), plus other items as above.

Type 3: ½ day per week on site (general maintenance) plus other items as above.



Support contracts will be allocated the necessary time needed for the work, with most work falling into the 'Type 2' category. Any extra work required can be catered for with the reduced rate extra visits. Once the systems have 'bedded in' and are working reliably, the contract can be 'downgraded' to a 'Type 1'. This can be done at the renewal time of the contract (contracts are based on a monthly rate payable quarterly in advance).

Web design services for individuals and small businesses

Sites can be either designed from scratch or made using pre-defined templates in stock. To see examples of these sites, just click on the 'Website Showcase' link at the bottom left of the homepage at <http://www.leecooke.co.uk>

Providing multimedia content for web sites

(Some basic examples available on <http://www.leecooke.co.uk/> (choose the 'Our Products' menu item in the 'Lee Cooke Photography' example.))

Desktop Publishing and design, including low volume print runs

Contact me for further details on leec@leecooke.co.uk stating your requirements (including timescale and volume). Examples include adding print to existing printed cards (overprinting), as well as producing greeting cards, postcards or other items for small business publicity items or charities.

Miscellaneous Support & other points.

Contact me for further details on leec@leecooke.co.uk stating your requirements (including timescale and volume). Examples of this include low quantity disc duplication, transferring tape onto DVD, converting video and audio for web use etc.

Also, if there is any item that you require of a similar nature not mentioned here, please contact me and I would be glad to look into it for you.

Please note: Only basic support for Windows Vista is offered at this time, both due to the relatively new nature of the system, and due to my observations that most applications will have difficulties at this time running with it. Also, I do not recommend installing Vista as an 'Upgrade' version as most current computer hardware will then need itself to be upgraded to run it at a sensible rate!

L.C.C.D. is committed to providing you with the very best service at an affordable price. We do not charge for a callout (if within our usual area) and to give you an idea of our fees – services start at £15.00 per hour.

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