

Who Are We?

Whatever your ICT requirement, Orchard are able to help. We will work with you to determine the best option for your business and then offer you either a total solution or just a small piece of the puzzle, if that is all you need.

Our portfolio of products and services ensures that we are able to supply and support a wide range of ICT solutions. Our experienced technical staff achieves this by working in partnership with the leading manufacturers of Hardware, Software and Networking products.

However, our most important partnership is with our customers. We have a proven history of being able to provide the quality of service they require to meet their ever changing requirements.

Whether you need to upgrade & improve, maintain your existing equipment or start all over again, Orchard can provide you with a suitable solution.

Experience counts

Orchard was established in 1990. We have many years experience of getting the right people and the right parts to the right places at the right time and for the right price. Not only that but between them our three directors have clocked up over 65 year's of industry experience.

Our directors are:

Ian Terry is married with a daughter and he has been the Managing Director of Orchard Computers since the company was formed in 1990. In his spare time he is a motorbike instructor at the Castle Combe circuit where he also rides his own Ducatis.

Technical Director **Harry Sond** already had over 13 years industry experience when he joined Orchard in 2000. He is married with a son and a daughter and, when he isn't at work playing with today's IT, likes to get his inspiration by watching Sci Fi.

Chris Patten started in IT with Kerridge Computers in 1982 and later worked in the USA & Abu Dhabi before joining Orchard in 1998. His Director remit includes Marketing, Admin and Finance. He is married with a daughter and is a long-time supporter of Chelsea FC.



Ian Terry
Managing Director



Hardial "Harry" Sond
Technical Director



Chris Patten
Director

Thank you to all your team for their great support. I continue to be amazed by their commitment and professionalism. **Brett Gregson, Ski Weekend**



The Total Network Solution

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Why Use Us?

Independent

Orchard are totally independent. We work with all the major suppliers but are not tied to any one of them, so you know that the advice we give you will be genuinely impartial.

Orchard are able to supply File Servers, Workstations and Notebooks from all of the major manufacturers, including HP Compaq, IBM, Dell, SuperMicro, Toshiba and Acer. Where appropriate, we can custom build an Intel based PC or File Server that is designed to match an exact requirement. Each system is built to the highest standards.

We support networks that are based around the operating systems of Microsoft, Novell, Linux and Unix. We can supply routers, switches and print servers from Cisco, Equinet, Draytek, Netgear, HP and D-link. Plus of course the printers, scanners, modems and cabling etc. that complete the network infrastructure. So whatever your requirement, Badged or Clone, Tower or Rackmount, Pentium or Xeon, IDE or SCSI, Wired or Wireless – we can supply it. Our technical department ensures that we are always ready and able to supply and support the latest technologies.

Fast and Reliable Service

Our highly trained and experienced engineers will work with you on site to establish the best solution for your particular situation, then to install that solution and support you in the introduction of it.

We all know that the best computer systems can sometimes experience problems so our dedicated helpdesk engineers can access your network remotely to sort out any minor issues quickly and efficiently with the minimum of disruption to your business.



Location

Our headquarters are located in Yate on the outskirts of Bristol providing quick and easy access via the M5 and M4 to our customers throughout the UK.



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Your services stand head and shoulders above others in the network installation field and I very much look forward to working with your company on future projects.

Mike Cross, Head of ITC Services, Strode College



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What Can We Do For You?

Hardware

- ◆ PC's
- ◆ File Servers
- ◆ Notebooks
- ◆ Switches
- ◆ Routers
- ◆ Printers
- ◆ Scanners
- ◆ Power Management
- ◆ Telephones



Cabling & Wireless

- ◆ Cabling
 - Cat5e
 - Cat6
 - Fibre
 - Power
 - Telephone
 - Wireless



Operating Systems

- ◆ Windows for the Desktop & Portable Devices
- ◆ Windows for Servers & Networks
- ◆ Novell
- ◆ Unix
- ◆ Linux

Key Applications

- ◆ Email
- ◆ Web Access
- ◆ Backup Scheduling
- ◆ Anti-Virus
- ◆ Spam Filtering
- ◆ Microsoft Terminal Services and Citrix

Maintenance & Ad-Hoc Support

- ◆ Tailored to Suit Individual Requirements

Communications

- ◆ Email
 - to the Desktop
 - to Hand-Held / Portable Devices
- ◆ Secure & Controlled Web Access
- ◆ Secure Remote Network Access for Home Users etc.
- ◆ Telephone Systems
- ◆ Voice Over IP

Productivity Applications & Web Design

- ◆ Office Applications
- ◆ Document Management
- ◆ Digital Dictation
- ◆ Web Design



KITAGAWA
YOUR COMPLETE WORKHOLDING SOLUTION

I would have no hesitation in recommending Orchard Computer Services.
Mark Jones, Kitagawa Europe



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Peace Of Mind

We know the importance of having the best possible ongoing support for your IT. We have the flexibility to provide the level of cover that is right for your business.

Our Standard Maintenance Contracts

For each item listed on the contract, we provide,

- ◆ Cover on Monday – Friday, 9am – 5:30pm
- ◆ Guaranteed Response Times
 - ◆ 4 working hours for key items such as File Servers
 - ◆ 8 working hours for PC's, Printers etc.
- ◆ Unlimited Telephone, Dial-up and Onsite labour
- ◆ Replacement Parts

Where a hardware issue cannot be quickly resolved, a loan unit will be offered to minimise disruption while the repairs continue.

Hardware issues, such as a PC hard drive failure, often lead to Operating System and Application problems. Providing licensed products are made available, our engineers will,

- ◆ Reinstall the Operating System
- ◆ Re-establish the Network Connections
- ◆ Assist with Application re-installation

We will liaise with you, your users, your internal / external support and anyone else needed to ensure the smoothest resolution with the least inconvenience.

How can we be more flexible?

We can adapt the contract to suit what you need. This may include,

- ◆ Extending the days/hours of cover?
 - ◆ Weekdays 8am - 6pm
 - ◆ Saturday cover
 - ◆ 24/7
- ◆ Quicker response times?
 - ◆ Everything with a 4 working hour response
 - ◆ Maybe a 2 working hour response

For the ultimate flexibility, perhaps some pre-paid support hours are better suited to your organisation? These blocks of hours are discounted from our normal chargeable rates but still provide a guaranteed response time for fault callouts. But they can be used for almost anything that is IT related,

- ◆ Assist with Upgrades and Installations
- ◆ Cover absences due to Sickness or Holidays
- ◆ Help with Housekeeping tasks such as adding new users
- ◆ System Health Checks, Weekly or Monthly

Whatever level of support you need, rest assured that Orchard has the experience and expertise to provide real peace of mind.

Orchard has provided excellent support as well as honest advice backed up by a fast and efficient response to our needs.

Rob Reeskamp, ALD Automotive



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Don't Take Our Word For It...

We are very proud of the partnership between ourselves and our customers, working with them to provide the best individual solution for their particular needs and budgets. There is no such thing as a 'typical' Orchard customer. Our customers are companies of all shapes and sizes, from small partnerships to national companies with multiple sites, working across a range of business sectors, from Training to PR, from Transport to Agricultural Services, from accountancy and legal practices to specialist technology companies. Here are just a few of the testimonials we have received over the years.



Kitagawa Europe has been a customer of Orchard Computer Services for over 15 years. During this time they have not just maintained our network, but worked with us to ensure that it grew and developed. This included a smooth migration from Novell to Microsoft last year. We recently moved to a new site and Orchard installed in excess of 100 Cat5e cabling points in the new offices, showrooms and boardrooms. These are located in two separate buildings so their project also included installing the fibre and telephone cable links.

They planned the job and worked closely with the other contractors to ensure the new site was ready for our scheduled arrival. Their networking team then arrived to assist with the weekend move and to ensure that on the Monday morning, everything was in place and fully functional. The entire project can only be described as being of the highest quality.

I would have no hesitation in recommending Orchard Computer Services.

Mark Jones, Kitagawa Europe



We are delighted with the service we have received from the team at Orchard. Our business is highly reliant on our IT systems. Orchard project managed the transition perfectly. All of the project objectives were achieved on time, on budget and to specification. I would have no hesitation in recommending them to other organisations.

Rob Umphray, Oryx Executive Search Ltd.



I wanted to take the opportunity to write to you and express my sincere thanks for the first class work that was carried out by your engineers on our behalf in networking the new buildings and teaching areas. The managers here have expressed to me their gratitude and admiration for the professionalism and the extra efforts your staff gave to ensure everyone here was kept in the loop and comfortable whilst the work proceeded.

Once again thank you for an outstanding job! Your services stand head and shoulders above others in the network installation field and I very much look forward to working with your company on future projects.

Mike Cross, Head of ITC Services, Strode College



Orchard have provided us with a consistently high level of service for a number of years. They always respond quickly, especially on important support calls when our business is impacted. The staff are knowledgeable and approachable, and have developed an understanding of our technical environment which makes them all the more efficient when we need to call on them.

Manfred Milhofer, Atrium Software



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