



VR Tech & Systems Limited

IT & Operational Support

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VR-Tech Support Services

Summer 2022 Catalogue

Please find enclosed a range of current support services, mainly targeted at providing ease of access support.

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Voice Activation Services (with or without headset)



With the current technology, most devices can now be operated remotely via voice.

We specialise in providing solutions for those clients who feel they would benefit from such advancements, such as:

- Voice controlled lighting
- Internet access via Amazon Alexa / Google Home
- Full TV controls
- Email, Twitter & many other applications can now be Voice controlled.
- 100's of other appliances

Virtually any item that can be operated via Remote control can now be accessed via Voice control.

Autobiography Services



The aim of the autobiography services programme from VR-Tech & Systems is to provide a facility to bring together all your personal pictures and videos in a video presentation to tell your unique story.



This MP4 video can be as long or short as you wish, the objective is to tell your story for the generations to follow. I am a keen genealogist have although I can trace my ancestors, it is often the case I know very little about them, their achievements, the person themselves.



We can produce a presentation that provides as much information that you wish to share, albeit for future generations or for your own times of reflection.

The charges are broken down to accurately match the level of work that is needed for your desired presentation, all aspects of the presentation are broken down into component actions such:

- Per photograph uploaded.
- Per photograph scanned (if not already digitized)
- Length of Video to be uploaded
- Backing sound track
- Voice narrative (ideally provided by the client, speaking about their experiences).
- Special effects

The idea is that you can have a presentation that reflects what you wish to achieve at an affordable cost. For a detailed quotation, please contact VR-Tech at RFQ@vr-tech.uk

Home user IT Support

We offer a full range of IT support for our clients, this includes:

- Full set up / Configuration
- Individual PC Health check, including any reported incidents and interrogation of the system error logs.
- System updates, (imperative to help avoid system attacks)

Health check-up / full system set up

- Allow us to check for system vulnerabilities. and confirm you're using the best practices.

Cybersecurity

Our IT security check-up and implementations help us protect you from cybersecurity threats inside and out.

Please see our website for a range of standard services we offer.

PC Formatting Service

PC Format - Home user IT Services

We provide a full PC format service and operating system software re-installation service.

To request a quotation please email: rfq@vr-tech.uk

Service ref: HU0005

Sight Impaired Support Services

As with our support for the over 50's, we will be making a concerted effort to provide information and support to the visually impaired.

Nearly 2 million people in the UK are suffering from a form of sight loss and is increasing, estimated figures indicate that by 2030 this could hit 2.7 million and double to 4 million by 2050.

Hugh efforts are being made to provide technical assistance to assist with this issue, and we are confident that many will benefit if aware of the available technology.



Free Consultations and demonstrations of available systems that can be of great assistance including such devices as:

- Voice activated assistants (e.g., Alexa compatible solutions)
- Be-spoke solutions to client's requirements
- Solutions for the partially sighted
- System Training & advice
- Provide full and comprehensive set up

Remote support



Remote support packages are available to all of our clients.

Enabling cost effective problem solving, normally as soon as required.

The vast majority of our business Clients now opt for the remote option, when possible, we offer fixed monthly services to ensure your IT equipment is protected with current security updates and to optimize your system performance.

In an age when cyber crime is on the increase, it is always recommended to ensure your security is maintained.

IT Surgery / Help sessions

We provide a service for a range of Clubs / Institutions / Care Homes / Day centres, in which we provide Technicians to be made available to provide support and assistance for members / residences on all aspects of IT, from Mobile Phone issues to concerns with their IT equipment.

These sessions can be anything up from a 1 hour session and can be scheduled to be on the calendar at the same time each month, and can be something people appreciate and become accustomed to the reliability and regularity of these facilities.

We call these support sessions our “**VR IT surgery**”, and we feel this can be extremely beneficial for those who have minor / major issues that they wish to address but owing to mobility problems or other concerns, leave these issues unresolved that can lead to not using equipment that is often a main source of contact, information or entertainment benefit, and is greatly missed when problems are encountered.

Local supported call-out services



We make every effort to ensure we provide a fast reliable service to all of our customers.

When remote services are unavailable for local clients we will provide no additional charges for call outs, in an attempt to further assist those clients with an efficient cost-effective solution to address their problems.

PC Hardware

A wide range of Mini-computers, Gaming Computers, Desktops & Laptops



See Website <https://vr-tech.uk> for full specifications and price list, most systems can be supplied at various levels of upgrade for cost purposes.