I drive my car every day. I have been driving since I was 17 and now I'm pretty good – I can drive slowly, fast, turn corners and select the right gear without thinking about it. I consider myself to be a good driver.

When my car goes wrong, I know how to fix some of the simple stuff. I can usually change a headlight or brake light bulb. When it stalls I can get it going again quite quickly.

But what happens when it won't start at all? That's somebody else's problem. I call the rescue service (for which I pay a monthly fee, even if I don't use them) and they come out and fix it or take me somewhere I can get it fixed. This can cost a lot of money (in addition to the monthly fee), but it always gets a result.

Also, I understand that in order to reduce the chance of my having to call out the rescue people I need to get my car serviced. I take it to a garage and this costs more money and has to be done regularly, but the manufacturer tells me how often I need to do this. My car usually goes pretty well, and is vital for my day-to-day living, so I am grateful to the garage that services and fixes my car and gives me good advice on how to keep it running properly.

I have had a computer for a few years as well. Apart from the fun stuff like music and photographs, I run my business on my computer. I consider myself to be a pretty good user.

When my computer goes wrong, I know how to fix some of the simple stuff. I can usually end a stuck program using ctrl-alt-del. I can re-start the whole thing which usually cures most niggles.

But what happens when it slows down or won't go at all? That's somebody else's problem. I call the PC support company (for which I pay a monthly fee) and if they can't access the PC remotely they come out and fix it, or take it away to be fixed. This can cost money but it always gets a result.

I understand that in order to reduce the chance of my having to call out the support company I need to get my PC serviced. However, unlike my car, the cost of this is included in my monthly PC support fee. Also unlike my garage, the support company comes to see me whenever a service is due and usually manages to sort out one or two niggles that have crept in since the last service. The engineer will also give free advice if I ask any questions, like how to backup or what security do I need.

My PC usually runs really smoothly and is vital for running my business. I am very grateful to my PC support company that supports, services and fixes my PC and always gives me sound advice without patronising me.

You too can benefit from a cost-effective support contract.

Contact Smile IT by calling them on 01252 657737 or 01483 600229.