# UNRIVALLED IT SUPPORT

## Why Choose Our
## IT Support Services?

Our IT Support Services are split into four core types which will fit into the needs of any business. Full IT Support, IT Manager Support, On-Site Support and Proactive Support. Each service is tailored to either enable us to be completely responsible for your organisations IT or complement an existing IT Team or IT Manager.

Our helpdesk team is made up of 1st, 2nd and 3rd line engineers and we also have a team of on-site engineers for on-site service and maintenance. Our standard hours of cover are 8 am to 6 pm Monday to Friday but we can also offer full 24/7 support or 24/7 monitoring and response.

Aside from our helpdesk service we also offer regular account reviews, road mapping and systems planning in line with our BSI ISO 9001:2015 procedures. All of our partnerships are led by one of our Technical Account Managers to ensure that you have the right expertise on hand for those queries that may not need input from our helpdesk team.

## Support Services

With over 29 years in the IT industry as an MSP, we are expertly qualified to support your systems and build a successful business relationship with you and your team.

*IT Support*

*IT Manager Support*

*On-Site IT Support*

*Pro-Active Support*

## CONTACT US:

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## IT SUPPORT

Our Full IT Support package provides access to everything your business needs to maintain an efficient and reliable IT infrastructure. Full IT Support provides unlimited break/fix remote and on-site response including replacement serviceable parts and labour at a fixed fee. This ensures that your IT systems work for the business and your budget is kept under control.

## IT MANAGER SUPORT

Support for IT Managers who either manage all lines of support internally or need a fully outsourced support service. IT Manager Support can be supplied on a bespoke basis to fit gaps in any IT provision such as holiday and illness cover. Coverage can be supplied to cover 1st, or 2nd, or 3rd line gaps in existing IT teams.

## ON-SITE IT SUPPORT

Part-time or full-time on-site engineers to help with day to day support. On-Site IT Support can complement an existing support team or fully outsource the support provision.

## PRO-ACTIVE SUPPORT

Full 24/7 monitoring of servers, security and networking infrastructure. Pro-active response to issues before they cause downtime for users. Full monitoring and reporting available.