

Overview

Support & Management Services

IT Support and Management

More than just a helpdesk, we proactively support and manage your IT systems.

The Solution

Our support and management service provides you with complete reassurance that your IT systems are being looked after holistically. We combine ongoing support with proactive management to improve the performance, reliability and security of your systems. With our real time alerting, we identify security issues and resolve any threats before they become a problem.

Typical Support Requests

- password reset
- new user set up
- file restore
- how do I do...?
- new email group

Typical Monitoring Alerts

- app update
- patching
- low disc space
- stop in email flow
- app utilisation

Our dedicated team is on hand to manage your entire infrastructure, from internet connections through to servers, workstations, mobile devices, business applications and email systems. We also manage third party suppliers, providing you with a single point of contact for all your needs.

Our Approach

We believe that IT should be simple, transparent and drive business efficiency. By developing a partnership approach with our clients, we are often considered an extension of your team. Key to our approach is open communication, approachability and service excellence - **we respond to 96% of all requests within one hour and resolve 73% within one hour.**

Our in-depth understanding and detailed documentation of your infrastructure ensures that any member of our support team can deal with your request as soon as it comes in.

We also tailor our support packages to our clients' business needs, making our services accessible to any company regardless of size. We set quarterly 'fair usage' caps and regularly report on these to ensure you have complete price transparency with no unexpected costs.



12x5 Coverage

As people work longer and more flexible hours, 9am to 5pm support is not sufficient. Our standard 7am to 7pm coverage provides you with the peace of mind that someone is always available to support your needs.

24x7 Coverage

This optional additional coverage offers you full support during weekends, public holidays and when travelling or working across the globe in different timezones.

Key Benefits

- Rapid response to your queries
- System monitoring; picking up minor issues before they become major ones
- Excellent response times
- Extended support hours to ensure you are always covered
- Monthly reporting for complete transparency
- Global on-site support with no call-out fee
- Third party management

