RELIABILITY
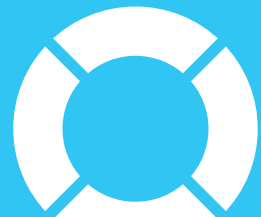
Support

Full Outsourcing:
– Complete support services
– A single point of contact
– We become your IT department

Partial Outsourcing:
– 1st, 2nd and 3rd line expertise
– Work seamlessly with existing resource

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COMPUTER CENTRE SERVICE ™

Support

Our support desk is manned by fully trained IT professionals and is accessible 24/7/365 to keep your IT functioning smoothly.

Focus on Proactive Monitoring

Our Proactive Monitoring system is an incredibly powerful tool which carries out tens of thousands of checks every minute on our clients' networks. It assists us to diagnose the root cause of problems and helps us resolve over 96% of cases remotely. We are able to apply a large range of existing and bespoke checks to ensure that your business priorities are reflected in our monitoring.

Supporting users, not technology

We provide telephone, email, remote and on-site support to enable us to resolve issues in the most time-efficient way possible. The support desk comprises teams of technicians and engineers with different levels of experience and qualifications such as CompTia A+, Network+, Microsoft, Cisco and academic qualifications. We support thousands of users across hundreds of sites and provide IT support as one of our primary services.

Our clients' IT infrastructure is constantly monitored by our unique Proactive Monitoring system. Proactive Monitoring performs a spectrum of system and network checks and not only alerts us to potential issues, but often allows us to resolve problems before they have caused business interruption.

Many of our clients consider us as their IT department, offering them the peace of mind that their IT systems are being maintained by professionals who understand their business. For others, we work closely with existing internal resource.

Issues can be raised by phone, email or through our client portal. We work to transparent Service Levels which can be viewed at any time within our client portal and if necessary, cases can be escalated.

bsi. ISO 9001 Quality Management
Certificate No. FS 579784

ISO/IEC 27001 Information Security Management
Certificate No. IS 579785

INVESTORS IN PEOPLE

Microsoft Partner