



IT Support

Business as usual 24/7

We understand that not all organisations IT Support needs will fall within the usual 8am to 6pm business hours, especially now with many organisations introducing flexible working. Which is why we have launched our 24/7 IT Support Service. Ensuring business as usual, giving your teams access to our out of hours, IT Helpdesk 24 hours a day 7 days a week.

With over 28 years' experience in supporting our clients, we ensure your team can work 24/7 minimising the risk of technology causing business downtime. Our out of hours Helpdesk team, made up of technical experts are there for you no matter what time you may need them, getting to know your teams and understanding your systems and infrastructure to deal with your IT issues quickly and efficiently.

Your 24/7 IT Support Includes

- 24/7 monitoring of your IT systems
- Remote Support from our out of hours helpdesk team
- Escalation for any tickets that cannot be closed remotely

Service Level Agreements

Level I	Business critical IT failure
Level II	IT issue stopping users from working
Level III	Day to day IT query
Level I	Immediate response via remote support
Level II	Maximum 4hr remote response
Level III	Maximum 8hr remote response