

Support
System

24/7 IT SUPPORT



You need access to your critical business applications and data 24x7x365, but employing a dedicated in-house team on a 24x7 basis can be incredibly complicated and expensive.

Our onsite IT support service will provide you with right-sized, competitively priced. IT resources to help you deliver the robust and reliable technology services that your team demands and your business needs.

Our out of hours IT Support service can be delivered on a shared or dedicated basis, covering nights, weekends and holidays.

Additionally, you can use our service as an in-hours overflow facility in order to assist with a backlog, cover sickness and leave, or to help you optimize your team sizing on a temporary basis, such as during busy periods.



24/7 SUPPORT BENEFITS

Your team is fully supported and can be productive 24x7.

Make sure that you never miss an issue, and give yourself more time to respond to issues before they become business affecting. This keeps your team happy and productive, giving you a competitive advantage, while also allowing you to avoid the huge costs of providing out of hours support yourself.

Expand your business to any time zone and know that you are covered.

Businesses can be held back from expanding if they feel that their users will not be able to be supported when they need to be. By adopting out of hours IT Support, your geographically distant users will experience a high-level of support around the clock.

Guaranteed response times from qualified engineers.

You will be able to enjoy guaranteed response times from qualified and experienced IT professionals. Should you experience a major incident, your issues will be escalated to our higher level teams for response and resolution.