

Digital Marketplace

Network Support



OUR QUALIFICATIONS AND PARTNERSHIPS

We boast a team of highly skilled professionals with extensive expertise in software development, cloud architecture, and IT management. Our certifications and qualifications attest to our commitment to excellence and our ability to deliver top-tier solutions. Additionally, we have cultivated strategic partnerships with leading technology vendors and cloud service providers. These partnerships enable us to leverage cutting-edge tools, access specialised resources, and deliver enhanced value to our clients. Through collaborative relationships with industry leaders, we stay at the forefront of innovation and provide you with best-in-class solutions tailored to your unique needs.

OUR CERTIFICATIONS

As a company accredited to and rigorously following ISO 27001 and ISO 9001 certifications, adhering to ITIL Version 4 principles, and holding Cyber Essential Plus certification while also serving as a Cyber Essential Certifier, we stand as a premier choice for buyers seeking excellence in software and cloud infrastructure services. Our commitment to these industry-leading standards demonstrates our dedication to security, quality, and best practices in service delivery. By aligning with ISO 27001 and ISO 9001, we ensure robust information security management systems and quality management processes, providing clients with peace of mind regarding data protection and service reliability. Our adherence to ITIL Version 4 principles guarantees efficient and effective service delivery, while our Cyber Essential Plus certification underscores our commitment to cybersecurity best practices. Additionally, our role as a Cyber Essential Certifier further enhances our expertise in assessing and certifying cybersecurity measures. These accreditations and certifications collectively position us as a trusted partner capable of delivering high-quality, secure, and reliable solutions that meet the diverse needs of our clients, making us an exceptional choice for buyers seeking excellence in software and cloud infrastructure services.

SERVICE SUMMARY

Our Network Support service is designed to assist individuals and businesses in managing and optimising their computer networks. Whether it's troubleshooting connectivity issues, configuring routers and switches, ensuring network security, or optimising network performance, we provide expert assistance to ensure your network operates smoothly and efficiently. Our team of professionals is dedicated to resolving any network-related problems and implementing solutions tailored to your specific needs, helping you maximise productivity and minimise downtime. Our network and server management covers system failures, network equipment issues, and application updates.

SERVICE FEATURES

- ① Connectivity troubleshooting for seamless network performance.
- ① Router and switch configuration for efficient data transmission.
- ① Network security measures to safeguard sensitive information.
- ① Performance optimisation to enhance network speed and reliability.
- ① Downtime minimisation for uninterrupted workflow.
- ① Productivity maximisation through effective network management solutions.
- ① Customised solutions tailored to specific network requirements.
- ① Expert guidance on system design and vendor selection.
- ① Remote support for timely assistance regardless of location.
- ① Continuous monitoring and maintenance for long-term network stability.

SERVICE BENEFITS

- ① Enhanced productivity through seamless network operation and management.
- ① Reduced downtime ensures uninterrupted workflow and increased efficiency.
- ① Improved data security safeguards sensitive information, preventing unauthorised access.
- ① Faster data transmission speeds up communication and collaboration processes.
- ① Customised solutions tailored to specific needs optimise network performance.
- ① Expert guidance streamlines system design and vendor selection processes.
- ① Timely remote support ensures quick resolution of network issues from anywhere.
- ① Minimised business risk by implementing robust network security measures.
- ① Cost-effective solutions save money on network maintenance and troubleshooting.
- ① Long-term stability and reliability ensure sustained business operations and growth.

ONGOING SUPPORT

Onboarding

We facilitate a seamless onboarding process, guiding you through the setup and configuration of the software and cloud infrastructure. Our comprehensive onboarding plan ensures that your team is equipped with the necessary knowledge and resources to effectively utilise the system from day one, minimising downtime and maximising productivity.

Monitoring and Performance Optimisation

We provide continuous monitoring of your new software and associated cloud infrastructure to ensure optimal performance. Our proactive approach identifies and addresses performance issues or bottlenecks promptly, ensuring smooth operation.

Security Updates and Patch Management

Regular security updates, patches, and hotfixes are applied to the software and underlying cloud infrastructure. This ensures mitigation of vulnerabilities and protection against cyber threats, safeguarding your environment.

Backup and Disaster Recovery

We implement and maintain robust backup and disaster recovery solutions for software. These measures safeguard your data and ensure business continuity in the event of system failures, data loss, or cyberattacks, providing peace of mind.

User Training and Support

Our team provides ongoing training and support to users of the software. We address user queries, issues, and feedback promptly, empowering users to effectively utilise the software and maximise its benefits.

Scalability and Growth Planning

We monitor usage patterns and system resource utilisation to anticipate future growth and scalability requirements. Working closely with you, we develop and implement plans for scaling the software and infrastructure as needed, ensuring seamless expansion.

Compliance and Governance

We stay abreast of regulatory requirements and industry standards relevant to your business. Our implementation of governance frameworks ensures that the software and cloud infrastructure remain compliant, maintaining data privacy and security.

Performance Reviews and Reporting

Regular performance reviews are conducted to assess the effectiveness of the software and cloud infrastructure. Insights gained from these reviews are used to identify areas for improvement and optimisation, ensuring continuous enhancement.

Cost Optimisation

We continuously evaluate the cost-effectiveness of the software and cloud infrastructure. Identifying opportunities for cost optimisation without compromising performance or security, we help you achieve maximum value from your investment.

Vendor Management

As your liaison with software vendors and cloud service providers, we manage vendor relationships, contracts, and service level agreements (SLAs). This ensures that you receive timely support and assistance whenever needed, enhancing your overall experience.

Regular Communication and Planning

We maintain open communication channels with you to discuss ongoing needs, challenges, and opportunities. Collaborating on strategic planning initiatives, we align the software and cloud infrastructure with your business objectives, driving success.

Exit Plan

In the event of transitioning away from the software or cloud infrastructure, we assist in developing and executing an exit plan. This includes data migration strategies, vendor contract terminations, and ensuring minimal disruption to your operations. Our goal is to facilitate a smooth transition while preserving data integrity and minimising any potential risks or challenges.