



Flexible Support Services

Modular support options or a full IT Department as a Service option.

Key Benefits

- Free up much needed time and resource from your IT team
- Seamless end user experience when they interact with your business
- Out-of-hours support (weekends, public holidays, and round the clock)
- Fixed fee pricing model helps cash flow and financial planning
- ITIL best practices to deliver consistent responses
- Flexible contracts

NextGen UX Flexible Support solutions are tailored to individual business IT requirements, and provide out-tasking and out-sourcing options for customer Platform Management and Support. NextGen UX may augment existing operating models with technology expertise to call upon when required, or provide full monitoring and maintenance all managed via our UK Operations Centre.

Our priority is to restore normal service operation as quickly as possible and minimise the adverse impact on business operations. Resolver groups provide investigation and where possible resolution with a range of actions in accordance with the Change Control or Incident Management Procedure.

Our platform support solutions are provided during business or extended hours basis (24x7x365) via telephone, email, portal and proactively through monitoring alerts, where included. Tickets logged are assigned a priority in accordance with NextGen UX standard impact/urgency priority matrix.

Here for you

Our standard support hours are 0900 to 1700, Monday to Friday – but with extended support options available (e.g. 24/5 or 24/7) we can support you the way you want.

Partnerships

If there is a problem with a third-party supplier, we will facilitate support issues with their services. Our goal is to keep you working, not make you work.

Time to Fix

All calls are logged and tracked through our Service Management Platform, with monthly reporting and quarterly service reviews.

Dedicated Contacts

With access to your own dedicated Account Manager, you can be sure that your needs will always be listened to. Problems with the environment?

Our success is based upon building relationships and acting as an extension of the business, not a silo operation. Our mature processes are built in accordance with industry compliance and ISO, ITIL and SDI best practice and services are delivered IT Service Management (ITSM), Remote Monitoring and Management (RMM) and support tools providing the best customer experience possible.

