

## Dedicated Managed Cloud Support

Our Managed IT Support plans are specifically designed for businesses and public sector organisations seeking to outsource their IT resources to our dedicated specialist IT Support team. These plans offer comprehensive support for both on-premise and Cloud suite of products, including monitoring and support for wired and wireless networking environments, as well as traditional server, storage, and desktop services.

Our gold, silver, and bronze IT support plans are straightforward and easy to understand, providing customised IT support services at a fixed monthly cost. You can have peace of mind knowing that your IT services are continuously monitored by highly skilled experts.

The Bronze Support package includes our award-winning remote support package, offering 8 hours of free remote support per month for all immediate IT challenges. This package is best suited for companies with 15 users or less, making it ideal for small and medium-sized businesses that prioritise the role of IT in their overall performance.

As your business grows, so do your IT challenges. With our Silver Support package, we offer an extensive range of support services, including proactive management, unlimited remote support between 9 am and 5 pm, and competitive onsite rates. There are no limitations to the support you receive, ensuring total peace of mind whenever you need assistance.

Our Gold Support package provides customers with a dedicated senior IT administrator who assumes the role of IT Manager within the organisation. This includes weekly catch-up meetings with the main stakeholders, regular onsite visits, assistance in developing a long-term IT strategy and ensuring alignment with modern workplace best practices. The Gold Support package also includes unlimited remote support and proactive monitoring of desktop and server systems.

Our service operates through a call management system that records and prioritises all service requests. The work carried out by our engineers is documented for each service request, and utilisation reports can be generated upon request. Each ticket is prioritised based on its impact on the organisation, and we have outlined the service level agreement we adhere to in this document.