

Title BCN Group IT Support Services for Public Sector services

Service Description BCN Group delivers comprehensive end-to-end IT support for public sector organisations, ensuring reliable, secure, and efficient operations. Our services cover remote and on-site support, continuous monitoring, asset management, and proactive maintenance to enhance service delivery, minimise downtime, and maintain critical public service continuity.

Service Features (10 features, ≤ 10 words each)

- 24/7 and business-hours support for all public sector teams
- Robust management of end-user IT systems and devices
- Efficient assistance for public sector staff technical needs
- Continuous system monitoring, patching, and remote remediation
- Prompt on-site engineering support when required
- Scheduled patching and proactive incident prevention measures
- Multi-channel support via phone, email, and portal
- Third-party service and vendor coordination and management
- Hardware and software asset tracking and lifecycle management
- Regular hardware upgrades and performance maintenance services

Service Benefits (10 benefits, ≤ 10 words each)

- Ensures uninterrupted operations with SLA-driven support coverage
- Increases efficiency through comprehensive end-user IT management
- Boosts staff productivity with responsive technical assistance
- Enhances reliability and security via continuous monitoring and patching
- Provides rapid resolution to complex issues with on-site support
- Reduces vulnerabilities through proactive system maintenance
- Improves accessibility with multiple contact channels for support
- Minimises downtime with strong third-party vendor management
- Supports strategic planning with detailed asset tracking insights
- Maintains peak performance through routine hardware optimisation

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