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Head Offices

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Cloud Support Services

About your service

Service description

A flexible and customisable cloud support service tailored to your organisation's individual needs, backed by expert cloud engineers and ISO certified processes.

Service categories

- Cloud Support Services
 - Managed Cloud
 - Managed Private Cloud
 - Managed Private IaaS
 - Managed Private SaaS/PaaS
 - Application management
 - Managed Public cloud
 - Managed Public IaaS
 - Managed Public SaaS/PaaS
 - Application management
 - Managed Hybrid Cloud

- Managed Hybrid IaaS
- Managed Hybrid SaaS/PaaS
- Application management

Service features and benefits

Service features and benefits

Service features

- System Assurance
- Security
- Best Practice
- System Design
- Enterprise Solutions
- Niche, Focussed and responsive support
- Technical Assurance

Service benefits

- Minimise Costs
- Reduce Risks
- Maximise Availability
- Business Continuity
- Respond quickly to end-use questions and issues
- Improve customer satisfaction
- Conform to Best Practice

Service scope

Service constraints

Our engineers and account managers will work with you at the outset of the service provision to explore your requirements and understand any constraints that may be relevant to your need.

User support

Email or ticketing support

Email or online ticketing support

Yes

Support response times

Response times and SLAs are customised to fit each customer. Through a thorough understanding of your requirement, we'll tailor

our support solution to provide the most cost-effective delivery possible.

Phone support

Phone support

Yes

Phone support availability

9 to 5 (UK time), Monday to Friday

(Or as agreed to best suit your requirement)

Support levels

Bronze, Silver, Gold and Custom Support Levels are available, charged at the most cost-effective rate for the client and project specific requirement. Our Account Managers will work with you to understand the most suitable Support Level for your needs. All support levels allow access to expertise from highly qualified and experienced cloud support engineers ensuring the value you derive from the services provide remains as high as possible at all times.