



Managed **Reactive** **IT Support** Service



Extend your existing IT Team's capabilities through our Managed Reactive IT Support Service and ensure your organisation always has support available.

The workload and expectation on IT Teams continues to increase as organisations implement new technologies to support their growing business requirements. While some organisations are prepared for this, we understand that for others it's a challenge to adapt due to limited resources and specialist skills, and these organisations may need further assistance to ensure their IT services continue to be operated and supported effectively.

That's why we developed the Managed Reactive IT Support Service to provide support, advice, and escalation across a wide range of data centre and cloud technologies, delivered by our in-house IT Services Team of professional, highly experienced, and certified Support Specialists.



Managed Reactive IT Support Service

The Phoenix Managed Reactive IT Support Service is one of the support modules within the Phoenix Managed IT Support Services portfolio and has been designed to complement and extend your existing IT capabilities. Our team of experienced IT Support Specialists are on hand to help you with support, guidance, and advice across a multitude of technologies and vendors.

With a range of support tiers available, each with the ability to layer-on further support options, there is a Reactive IT Support Service to meet all requirements and budgets. We can support customers who need to use our services on an occasional basis during office hours, right through to those who want to heavily rely on our capability and require responsive 24/7 support coverage.



The benefits of our Managed Reactive IT Support Service

Choosing our Managed Reactive IT Support Service gives you access to our IT Support Specialists who will act as an extension to your internal IT Team and support them on all technologies included in our Supported Products Catalogue. The service will be tailored specifically to your needs and provide you with peace of mind that your organisation is supported.

Reactive break-fix
third-line support



Incident and problem
management



Managed vendor
escalation



Supported
technologies catalogue



Online support portal,
email, and telephone
support



Dedicated Customer
Service Manager



Defined response
SLA based on
incident severity



Support available to
authorised named
contacts



Regular service
reviews



24/7/365 support
available for on-
premises and cloud
technologies



Assistance provided
through secure
remote access where
appropriate



Microsoft vendor
escalation service add-
on available, backed
by Microsoft Premier
Support



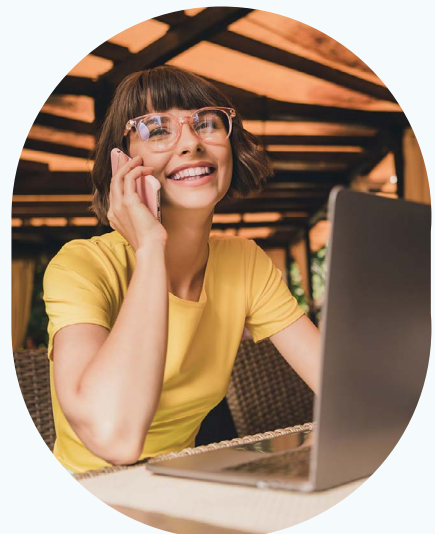
Support provided by
Phoenix's own highly
qualified and certified
employees based in
the UK



Supporting our customer in every sector

Phoenix has been supporting both public and private sector organisations for over 30 years and understands the unique requirements for each sector.

- Healthcare
- Education
- Charities and non-profits
- Housing
- Private sector
- Bluelight
- Local and regional government
- Central government



Why partner with Phoenix?

Get support for your organisation from the specialists.

With a team of over 60 in-house IT Support Specialists and Technical Consultants, we have extensive knowledge and understanding of what our customers require and are available to advise, guide, plan, implement, and manage when you need it.

We regularly contact our managed service customers for feedback and in 2023 we achieved the following results across our entire managed service offerings:



service level
agreement (SLA)
achieved



good feedback from
our customers

Extend your support with Phoenix

Our Managed IT Support services are built to scale seamlessly, be highly responsive, and seamlessly integrate with your existing IT team. By combining various managed services, we can assist you comprehensively, offering support from a proactive, transformative, and monitoring and alerting standpoint.



Managed IT Transformation

Our Managed IT Transformation Support service will guide you and provide strategic services to identify and resolve any potential issues before they surface and become an issue to your organisation.

By providing workshops, assessments, audits, user training, and technical project work, we're on hand to help you get your organisation to where you want it to be.

Discover the service now →



Managed IT Monitoring and Alerting Support

Get improved insights of what's happening within your on-premises or cloud infrastructure and 24/7 external support to deal with issues as they happen.

Our Managed IT Monitoring and Alerting service gives you sight of your IT estate and peace of mind that technical specialists are always available to help.

Discover the service now →

Get started with Managed Reactive IT Support

Arrange a free chat with one of our Managed Service Specialists today to talk about the challenges your organisation is facing with maintaining its IT infrastructure and how our managed IT support services can help address these challenges.

Get in touch now

01904 562200
www.phoenixs.co.uk
hello@phoenixs.co.uk

