

# Support

## A flexible approach to outsourced IT support

23Technology provide high quality outsourced IT support to companies and organisations located throughout the UK across a wide range of industry sectors. With every contract the principle approach is to Monitor, Analyse and Manage the overall IT environment based on ITIL standards and formal Service Level Agreements.

For enterprise clients with dedicated IT staff and medium size clients where the responsibility for IT runs parallel to main duties, 23Technology augment existing capability delivering escalation support and project expertise.

For SME clients that do not have in-house staff with extensive IT knowledge, 23Technology provide the peace of mind that systems and services are in good hands. If something should go wrong, the underlying problem will be resolved in a proactive manner, maintaining a high degree of availability.

### Managed Services

23Technology's Managed Service delivers a complete, outsourced IT support function. It allows companies and organisations to concentrate on their core business, avoiding often time consuming computer support tasks. 23Technology's support team takes responsibility for either all IT systems and infrastructure or just specific areas or services; working with clients to ensure reliable day-to-day performance and developing plans for future investment and growth.

Managed Service contracts are finely tuned for each client, with both Service Level Agreements and the scope of support negotiated on an individual level. In line with client needs, 23Technology:

- Monitor workstations and servers, network infrastructure and other key IP-based devices
- Undertake monthly systems health audits, including clean-up and defragmentation
- Install critical and security updates, including Service Pack installations, for operating systems and software
- Deal with individual PC/laptop/user problems as and when they occur
- Carry out regular backups to ensure disaster recovery and business continuity is maintained



## Introducing our IT Support Packs

23Technology have developed a choice of Support Packs to help companies and organisations maintain reliable, secure and responsive IT infrastructure and services. The Support Packs can be implemented flexibly to compliment in-house IT knowledge and experience.

### Monitor

23Technology's simple and cost-effective Monitor Support Pack identifies any potential problems with IT infrastructure 24x7. This is an ideal Support Pack for companies and organisations with in-house IT personnel as it assists them in providing reliable IT services to end-users. 23Technology monitor servers, PCs, laptops and other devices on the network without impacting on system performance. Once any issues have been highlighted, clients can decide how to proceed on a case by case basis.

### Monitor & Analyse

The Monitor & Analyse Support Pack takes the Monitor Service one step further. In addition to 24x7 monitoring and alerts, 23Technology's consultants remotely investigate each incident and provide specific guidance to help resolve the underlying problem quickly and efficiently. Using this Support Pack, companies and organisations save time investigating the solution to an issue to resolution and still maintain overall control.

### Recovery

Even if no support pack agreement is in place, 23Technology still help with emergency IT system recovery. Specialist consultants provide critical expertise, knowledge and experience on site to resolve the most challenging situations and help companies and organisations recover from the loss of essential IT systems. Furthermore, after system upgrades or migration, 23Technology troubleshoot problems with:

- Microsoft AD (Active Directory)
- Microsoft Exchange email data and services (including OST and PST recovery)
- Virtualised platforms including Microsoft Hyper-V, Citrix XenServer and VMware vSphere
- Storage platform errors
- Local Wired and Wireless Network Service failures and performance problems
- Restoring file and system data

### Training

23Technology engage with subject experts in companies and organisations to analyse and understand their training requirements and develop bespoke training courses. Working with clients, expert trainers ensure the successful implementation of training plans and develop assessment criteria to ensure that all employees can use programs to their full potential. The training team has over 10 years' experience and has developed courses for both small and large organisations covering standard and in-house programs.

## Talk to us

Reading: 0118 902 6445

London: 0203 195 2993

[info@23technology.com](mailto:info@23technology.com)

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