

Support & Maintenance

We recognise that an effective support service needs to be flexible enough to respond to changes in our customer's needs and requirements. Whether this involves upgrading hardware to provide more consistent performance within a managed service or simply ensuring that a maintenance engineer is available to support a client's training day, the ability to gear support around real world needs is a key component of delivering a high quality professional service.

We so have a number of standard contracts which meet most requirements and which can be modified as required. Variants may include: agreed service levels and response times; hours during which support is required; levels of resilience / availability and business continuity cover.

The support process is fully integrated with our customer Extranet and provides facilities for error reporting and change requests and allows us to monitor our performance against agreed service levels.

Our service delivery management process is currently audited as part of our ISO 9001 quality system and also for compliance with the ISO 27001 (formerly BS 7799) systems and information security standard. We have made a considerable business commitment to the application of Internationally recognised standards to all of our core business functions and intend to implement BS 15000 / ISO 20000 the new international IT service management standard during the next 12 months.

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