Tailor Made
TECHNOLOGIES
IT & Communications

itBusinessCare **Advanced**

The itBusinessCare Advanced package extends the cover available within the core itBusinessCare package to include on-site engineering support when required to repair a problem or implement a change request that cannot be resolved remotely.

itBusinessCare Advanced

Our itBusinessCare packages provide full monitoring and helpdesk support for both desktop and laptop endpoints as well as IT infrastructure equipment, on-site and cloud-based servers, and printers. Antivirus cover is included as standard, as is support for core Microsoft and hosting technologies including Citrix and VMware. TMT can also provide support for a select range of business applications in conjunction with the software vendor.

Access to on-site engineering is handled via the core itBusinessCare helpdesk service and continues to be delivered according to the core principles of friendly, rapid, and in-depth expertise that underpins all of our support services packages. Out of hours, on-site engineering support can also be included as a bolt-on option.

FEATURES & BENEFITS

Rapid helpdesk advice - Full access to the TMT friendly and comprehensive helpdesk is provided – access can be via phone, email, or a fully functional web portal. Incidents and change requests are dealt with quickly and in accordance with published service level agreements (SLA's).

In-depth technical expertise - itBusinessCare includes access to a wide range of TMT support experts covering multiple technologies.

Antivirus provision - itBusinessCare includes antivirus provision for all relevant endpoint devices this ensuring protection against malware and the ever-evolving range of viruses.

Full device monitoring - All key endpoints and devices on the IT infrastructure are monitored on a 24/7 basis using innovative RMM technology. This enables problems or issues to be identified early and corrective action is taken, often before the business feels any impact.

Updates and patching - All supported devices covered under the service are kept upgraded with the latest software updates to ensure adequate protection, the latest functionality and help minimise the risk of cyber vulnerabilities.

On-Site Engineering - Where an IT problem, incident, or change request requires the attendance of a relevant

on-site engineering professional this is included as standard within the monthly cost of the package.

Microsoft, VMware, and Citrix technology support - Practical expertise and advice are available for all core Microsoft operating systems, productivity suite tools, as well as cloud/ hosting technologies such as Citrix and VMware.

Multiple hardware devices support - The service can be configured to provide support for multiple devices including laptops, desktops, printers, network infrastructure, and server technology whether on-premises or cloud/hosted.

Third-party business applications - itBusinessCare solutions can also provide support for a selected and agreed range of business applications to help user productivity – and provide a single point of contact. Support is provided in conjunction with the relevant software vendor.

Predictable and known monthly business costs - itBusinessCare is provided based on a fixed monthly cost thus aiding budget provision and cash flow.

Out of hours - Should your business need cover outside of core operating business hours this can be provided as a bolt-on option.