Outsourced IT Support

techies
Computing Business Solutions
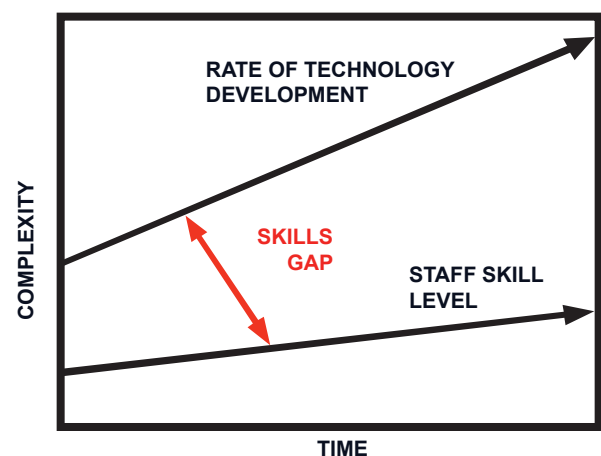
The majority of small businesses simply do not have the IT resources or capabilities in house to effectively manage and develop their IT infrastructure. This means a huge amount of stress for members of staff who have other roles to fulfil, but who are also responsible for dealing with day-to-day IT issues and problems.

Techies can take away that headache and leave you to concentrate on what you do best – running your business. Our outsourced IT support service offers different levels of cover to suit your requirements and ensures that help is only a phone-call away.

Even where some in-house IT knowledge does exist – the rate of development of new technologies is so rapid at the moment that your staff have no chance of keeping up with the latest products and services available.

Key Benefits

- Cost effective solution
- On-site and off-site cover
- Prompt and reliable service
- Access to highly-trained and experienced engineers
- Increased employee performance due to faster problem resolution
- No illness or holiday cover required
- Remote server and desktop software delivery

Working in conjunction with Microsoft management software, Techies can provide a fully remote-managed service, if required. Our Engineers can instantly connect to your servers and workstations PC's and resolve issues within seconds. Software suite allows our engineers to determine the status of any machines on your network and access an internal view of the system with a single mouse-click.

This gives us in-depth information on your IT systems' health and the ability to initiate a wide range of tasks and applications - then quickly trouble-shoot and resolve your user problems.

Please see our separate information sheet for details of the Silver, Gold and Platinum service levels.

Techies Ltd, Technology House, 239 Ampthill Road, Bedford, MK42 9QG

01234 299000   webenquiry@techies.co.uk   www.techies.co.uk