Infrastructure Package

Product Overview

For most companies, the infrastructure is **essential** for everyday **workflow** to be made possible. Having in-house servers allow staff to be more **productive**, to run complex databases, handle a phone system as well as being a data warehouse for **vital** information.

In the **modern** age, data is king and certainly speed plays a massive part as well. Keeping your servers updated, managed and **protected** are vital for any business operation.

We not only offer **unlimited remote support** but take a **proactive** approach to server maintenance. Installing remote **monitoring** systems we can optimise the speed, offer advice on limitations and upgrades and protect your servers from outside interference.

With **experts** at hand we can work to **plan, deploy and optimise** any new server project you are faced with. From planning to installing you are **supported** from start to finish.

We handle **cloud services** as well, should you wish to make the move to having your data stored outside of your company premises.

When a **support** package is put in place should **disaster** strike, if we cannot fix the problem remotely an engineer will **attend** your site quickly to assess and provide a **solution** to the problem.

Aside from your own **dedicated** account manager and direct line, you will also have access to your own bespoke ticketing system to report any issues. The **portal** will give you access to average **SLA times**, amount of tickets open and much more.

More detailed information available on request