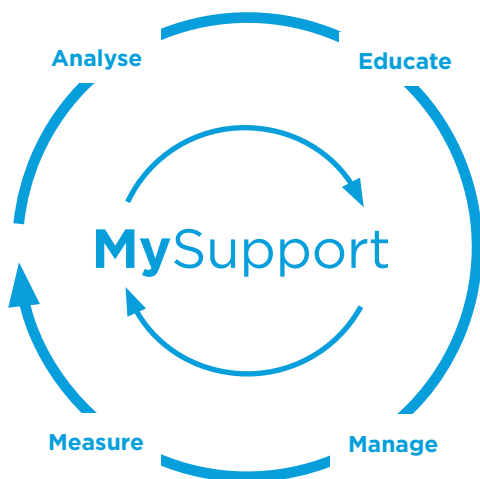


MySupport

IT support management



Maximise your business opportunities with award-winning IT expertise.



How much time do you waste on IT issues?

We work with businesses of all sizes to deliver the very best maintenance and support to keep your IT infrastructure up and running. Our expert consultants are highly experienced in providing proactive measures to minimise disruption, taking care of any issues while you take care of your business!



Epoq IT's MySupport management includes

- Fault Resolution – expert fault resolution for end-user technical problems
- Service Requests – provisioning of standard changes to IT systems
- Proactive Monitoring – monitoring and alerting with core-hour remediation
- Problem Management – proactively identify trends and manage underlying problems through to resolution
- Asset Management – hardware devices are recorded and tracked
- Service Reporting – reporting service performance
- Vendor Management – liaising with technical 3rd parties to provide a single point of contact
- Onsite Support – if a fault cannot be resolved remotely, an engineer will attend site
- System Maintenance – preventing future problems through maintenance and version updates of hardware and software
- 24/7 NOC – proactive troubleshooting and issue resolution around the clock (optional)
- 24/7 Service Desk – speak to an engineer around the clock (optional)

Other packages available include

MySecurity

Cyber security management



MyCIO

IT strategy management



MyRecovery

Backup, disaster recovery & prevention



For more information and consultation contact us

epoq IT

Transforming business with technology



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