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24x7 Outsourced IT Support

By outsourcing your IT Support, you can enjoy the delivery of lower cost, flexible technology support designed to meet your business goals.

We will provide you with access to a local team of highly experienced and knowledgeable engineers who will work to agreed response and resolution times, providing you with transparent and regular reporting.



We are available if you are looking to outsource your IT service desk, whether you wish to extend the capability of your existing team or if you need support for an IT project. You may be looking to outsource a single element of your IT, or you may want to outsource the provision of technology completely.

We specialise in supporting the technology that keeps you operational, from your networking, server and storage infrastructure, to your mobile devices and third-party applications.

We aim to provide you and your users with a fantastic experience. We take ownership of all issues and work as part of your team in a very transparent way to ensure that technology will help you meet your business goals.

24x7 Outsourced IT Support Benefits

-  **Benefit from completely transparent outsourced IT support reporting and regular communications.**

We pride ourselves on our customer service. We become an extension of your team and when you have an issue, we will do what it takes to get you operational again. While we work, we will keep in regular contact with you so that you know where you stand. We will then transparently report on all IT issues and suggest ways we can make changes to improve performance. This gives you greater visibility of your IT costs and assets, which will make IT more accountable to your business and your success.
-  **Enjoy extensive 24x7x365 monitoring and proactive support.**

Our outsourced IT Support team use a number of monitoring tools that are designed to spot potential IT issues quickly, allowing us to proactively act to overcome them before they become business affecting. This 24x7 monitoring, as well as our analysis of common issue trends allows us to make changes that ensure that you enjoy a more stable IT infrastructure for your business, which results in a happier and more productive team. We find that we spend over 30% of our time on proactive activity in order to prevent issues occurring, rather than just reacting to them.
-  **Get access to a host of spares and loan equipment to keep your business operational.**

Should you need it, we can arrange for you to get access to our inventory of spare stock and equipment when things go wrong and the time it takes for replacements would be business affecting. You don't want to find yourself in a situation where someone, a team or even your entire business can no longer operate and generate revenue because of a technology failure. We hold a stock of loan equipment to get you through until such time as we can get you operational again.
-  **Lower cost, flexible IT Support to meet your business goals.**

By outsourcing your IT Support, you can significantly reduce the cost of your IT through the improved use of resources, as well as a lowering of your IT staffing costs. You benefit by being able to get the cover that you need, when you need it, from a large team of technology experts. You will also be able to benefit from the automation of many manual processes that currently eats into the time and productivity of your team.
-  **You enjoy a bespoke service level agreement (SLA) that provides guaranteed response and resolution times.**

We work closely with you to ensure that you enjoy the right outsourced IT support for your specific business needs. We will then provide you with a bespoke service level agreement (SLA) with guaranteed response and resolution times for added peace of mind.
-  **Get access to a team of directly employed, highly experienced, knowledgeable technical engineers.**

By outsourcing your IT Support, you get access to a wide variety of people, many of whom have very specialised skills and knowledge, that would otherwise have cost a great deal to employ directly. That access to expert level support when needed speeds up resolution times, while also ensuring that your team remains happy and productive

24x7 Outsourced IT Support Features

- ✧ Flexible outsourced IT Support agreements to meet your business needs.
- ✧ Extensive 24x7x365 networking monitoring and alerting.
- ✧ A single point of contact for all of your IT Support needs.
- ✧ Friendly, responsive and complete end-user IT Support.
- ✧ Guaranteed response times based on agreed SLA.
- ✧ 3rd party vendor support and escalation.
- ✧ Spares and temporary loan equipment.
- ✧ Comprehensive reporting.
- ✧ Out of hours support.
- ✧ IT roadmap support.
- ✧ Proactive support.
- ✧ Remote support.
- ✧ Onsite support.

24x7 Outsourced IT Support Options

- ✧ A range of IT Support hours, including 24x7, depending on your needs.
- ✧ Just a particular skill set, or complete end-to-end support.
- ✧ Outsource either all, or just part of your needs.
- ✧ Outsourced IT Project support.
- ✧ 3rd party support.

Discover how you could benefit from outsourcing your IT Support.

Our friendly team of IT Support engineers will ensure that you remain productive.

Discuss your 24x7 Outsourced IT Support needs by calling us on +44 203 034 2244 or +1 323 984 8908, or emailing hello@cardonet.com

Our Technology Partners



Allowing you to do more

- » Concentrate on other elements of your business.
- » Get access to the IT support that you need for success.
- » Confidently expand your opening hours, knowing that you are covered.
- » Call on a trusted single point of contact for all of your IT requirements.
- » Enjoy a better alignment between IT and your business.
- » Change IT from a cost centre into a proven business enabler.
- » Improve service delivery and team satisfaction.
- » Reduce all employment issues, such as sick and holiday cover.
- » Confidently cater to the demands of a more mobile team.
- » Overcome any inconsistent service delivery.
- » Get effective IT management information and extensive reporting.
- » Overcome poor performance from your current IT Service provider.

Trusted to deliver expert IT Services by













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Why Cardonet

 TRUE 24X7 OPERATIONS	 PROVEN TRACK RECORD	 SINGLE POINT OF CONTACT	 VENDOR NEUTRAL	 CUSTOMER FOCUSED
 PASSIONATE & EXPERIENCE	 TRUSTED PARTNER	 FOCUSSED ON QUALITY	 AGILE AND AWARE	 FULLY ACCOUNTABLE

Awards









Accreditations



Our Commitments

<h3>Our Team</h3> <p>We employ friendly professionals who have well-rounded experience, the ability to work in a team and a desire to be helpful.</p>	<h3>Our Processes</h3> <p>We continue to invest in our systems and have the standards in place for effective, streamlined and consistent service, customised to meet your needs.</p>	<h3>Our Mission</h3> <p>We are dedicated to providing remarkable IT services that improves your performance, increases your productivity and protects you.</p>	<h3>Our Promise</h3> <p>We value long-term relationships built on trust. To achieve that, we deliver fully supported vendor neutral solutions that are essential and reasonably priced.</p>
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Your IT Services Partner for

 IT Support	 IT Consultancy	 Managed IT	 Managed Cloud	 Communication	 Cyber Security
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Outsource your IT Support to a proven technology service provider

Call us on +44 203 034 2244 or +1 323 984 8908 or email us at hello@cardonet.com to start the conversation.

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