IT Services > IT Support > Out of Hours IT Support

## **Out of Hours IT Support**

You need access to your critical business applications and data 24x7x365, but employing a dedicated in-house team on a 24x7 basis can be incredibly complicated and expensive.

Another option is to engage with us to provide you with the out of hours (OOH) element of your IT Support. We have already invested in the team and the resources needed to deliver on such a service, so you get to take advantage of our economies of scale, while still ensuring that your users are always supported.

Our out of hours IT Support service can be delivered on a shared or dedicated basis, covering nights, weekends and holidays.

Additionally, you can use our service as an in-hours overflow facility in order to assist with a backlog, cover sickness and leave, or to help you optimise your team sizing on a temporary basis, such as during busy periods.



### Out of Hours Support Benefits

## Your team is fully supported and can be productive 24x7, without the huge expense.

Make sure that you never miss an issue, and give yourself more time to repsond to issues before they become business affecting. This keeps your team happy and productive, giving you a competitive advantage, while also allowing you to avoid the huge costs of providing out of hours support yourself.

## Guaranteed response times from qualified engineers.

You will be able to enjoy guaranteed response times from a large team of qualified and experienced IT professionals. Should you experience a major incident, your issues will be escalated to our higher level teams for response and resolution.

## Expand your business to any time zone and know that you are covered.

Businesses can be held back from expanding if they feel that their users will not be able to be supported when they need to be. By adopting out of hours IT Support, your geographically distant users will experience a high-level of support around the clock.

#### Discover the cost savings of **out of hours IT Support** for your business.

Our experienced team will provide you with reliable, seamless out of hours support.

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

Our Technology Partners



### Out of Hours IT Support Features

- > Full flexibility. We can answer as you and use your service desk.
- A multitude of supported technologies and platforms.
- Service level agreements (SLA), backed by guarantee.
- Service desk best practice alignment.
- Proven IT Support service.
- > Directly employed, knowledgeable support team.
- > Transparent and comprehensive service report.

## Out of Hours IT Support Options

- > Dedicated IT Support.
- Shared IT Support.
- > Incident logging only, or complete incident lifecycle support.
- Sore infrastructure support or complete IT support.

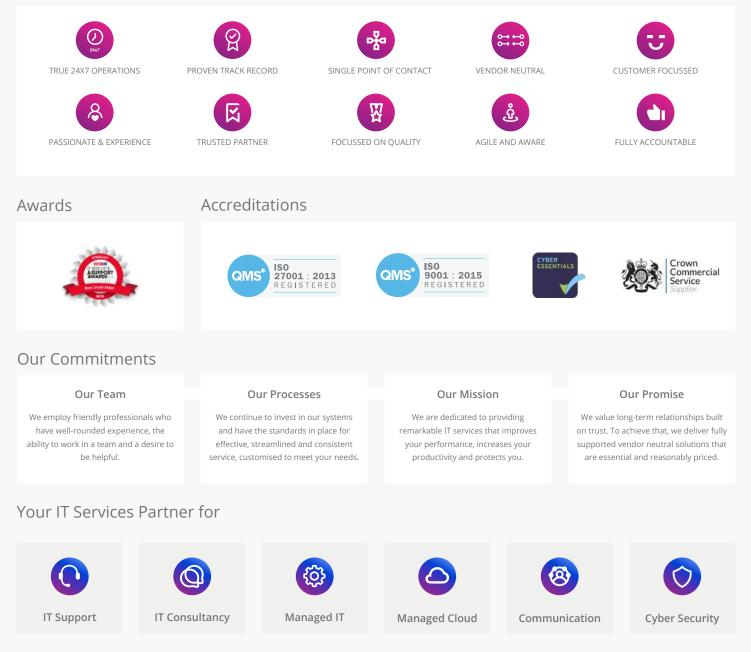
### Allowing you to do more

- No further early morning **IT surprises**.
- Focus on other elements of your business.
- **Confidently expand** your business opening hours.
- Improve your team satisfaction and service delivery.
- Save on the huge costs of providing your own out of hours support.

#### Trusted to deliver expert IT Services by



#### Why Cardonet



### Transform your business with out of hours IT Support

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

#### United Kingdom

#### United States

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