

I.T. SUPPORT SERVICES

System support options for hardware, software, and application support.

tri-IT offer a complete range of **IT Support & Maintenance** options to protect and cover your entire network support requirements.

When problems arise our engineers will be on hand to help you; they will:

- Undertake initial diagnostics
- Identify and locate the source of the problem
- Determine the best and quickest way to restore service
- Resolve the issue and call you back to make sure that you are satisfied with the result!

Support Costs

tri-IT offer flexible contracts to suit your budget, we can provide as much or as little support as you require. From a single item of equipment such as a server to complete and comprehensive network cover.

- **Telephone Support**
Our highly trained engineers will provide telephone support in a bid to resolve your network problems and get your systems quickly backup and running again.
- **Remote Support & diagnostics**
From our support centre our engineers remotely monitor your systems often resolving issues before they effect your operations.
- **Fast, onsite response**
In the event that we cannot resolve the issues remotely, an engineer will be onsite within 4 hours of reported failure of critical equipment such as servers or network switches/hubs.
- **Loan Equipment**
In the event of hardware failure (where practical), loan equipment can often be provided to provide you with temporary repair while we source components.

Support Options

At a Glance...

- Very competitive Pricing
- Dedicated Support Team
- Remote monitoring software
- Remote diagnostic software
- Remote Repair tools
- On-site Hardware Support
- Microsoft Accredited Engineers
- Cover up to 24 x 7
- Server 4 Hour
- Workstation 8 hour
- Loan Units Supplied
- Parts & Labour Included
- Automatic escalation
- Dedicated Customer care
- Tailored contracts available

Call tri-IT now on:

0121 764 7860

Sales@tri-it.co.uk

What makes our services different from other suppliers?

All our staff have a part ownership of the business, they do not just work for a basic wage, which means that as a company we are focused on our customers and their business.

Our goal is to always go that extra mile!