



# Quality Support From Castle

**Clients needing support from Castle are getting a response that is among the fastest in the industry. Currently 86% of customers receive a response within sixty minutes but every single support incident receives a response within four hours at the latest.**

A fast response isn't the whole story though, what really matters is a fast conclusion. Currently nearly three quarters of all application calls to our helpdesk are resolved within one day, mostly within a few hours, a significant improvement on industry standards.

Our support service is closely monitored and measured on a continuous basis to ensure that high standards are maintained and Castle continues to invest heavily in experienced staff, supported by continuous training.

**Castle's Service Desk is managed by ITIL (the IT Infrastructure Library) accredited staff. ITIL is the most widely accepted approach to IT service management in the world. It provides a cohesive set of best practice, drawn from the public and private sectors internationally.**

ITIL is supported by a comprehensive qualifications scheme, accredited training, and implementation and assessment tools. Best practice processes are promoted in ITIL support and are supported by, the British Standards Institution's standard for IT service Management (BS15000).

Secure Network Streaming software gives our Service Desk team instant remote access to your PC, so we can see the problem and fix it quickly

86% of calls are responded to within 60 minutes, but every single support incident is Responded to within 4 hours

Our Support Database starts the clock ticking and sends out automatic reminders to ensure Service Level Agreements (SLAs) aren't exceeded

Castle's Service Desk is operated by ITIL accredited staff, to ensure the best possible response

"11 out of 10. The best IT company I have worked with. It speaks for itself that we have now given all of our support to them"

Fife Special Housing

**If you would like to find out more about the support packages that Castle can provide, please contact our Sales Team on: 0845 230 1314 or email [info@castle-cs.com](mailto:info@castle-cs.com).**



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