

Does your IT Support Provider...?



Deliver a best practice Support service through an ITIL managed Servicedesk?



Only close a support incident when you are happy it is resolved, via a follow-up courtesy call?



Respond to 96%* of incidents within one hour by a trained consultant, not a customer services adviser?



Have the technology to monitor the health of your servers and network remotely, every minute of every day?



Provide pro-active Account Management which includes regular KPI reports and improvement-led service reviews? We firmly believe that prevention is better than cure.



Assign you a dedicated Technical Account Manager to manage your technical requirements and planning?



Take secure 'remote control' of your servers and PCs to diagnose and resolve support issues instantly, without scheduling a site visit?



Internally utilise the systems they promote. So they can be sure that they are the best solution for their customers?



Utilise a proven project delivery methodology to ensure your expectations are met?



If you currently don't receive all of this from your existing IT Support Provider, call us on 0845 230 1314 or email info@castle-cs.com to see how we can help.