BRINDLEY
DATA SERVICES

Get with the IT crowd

Support

Remote, telephone and site support

IT Support
Commercial

Support

Table of Contents:

Introduction

Businesses strive to stay connected and engage customers. Through technology this can be achieved more productively giving a platform to use more productive tools, communicate more efficiently and share resources. Sourcing the right technology for your Business enables you to:

- Work where and when you need to
- Make decisions faster
- Resolve problems more quickly
- Be more responsive to customers

Our approach is to understand our client's particular business, from the day-to-day operations to the long-term goals. From this we can take into consideration the existing IT capabilities and develop a strategy that is sustainable and relevant with emerging trends.

The solutions we deliver are aimed to improve communication, improve accessibility and reduce spending to solve all IT needs and help your business grow. For extra assurance we do not promote services we cannot support.

.

Our services

Our support packages are roughly apportioned into three level.

BETA SUPPORT

Our BETA support is for you if you only require remote support and the ability to have unlimited access to our online ticket system to report non urgent issues.

DELTA SUPPORT

Our DELTA support gives you the option of having a more comprehensive proactive package. We monitor your network and key services to give automatic alerts to any potential problems in your network before they happen and eliminate potential down time. We operate a full support suite of services from Remote & Onsite support, helpdesk and full access to our portal ticket system.

SIGMA SUPPORT

Brindley essentially take on the role as your IT Department becoming an outsourced partner within your organisation. We offer a comprehensive level of service & support tailored to address the specific needs of your company. This allows you the freedom to operate with a team designed to cover all your IT support needs. A single IT professional within your company cannot cover the scope of a whole team of professionals working for you from one point of contact, the benefits of this are obvious, Privacy is also key to our success working within organisation as independent contractors we just get the jobs done no "in a minute" or "next week when I have time" and no office politics! "

Please refer to our Service matrix on the next page to identify the scope of each plan.
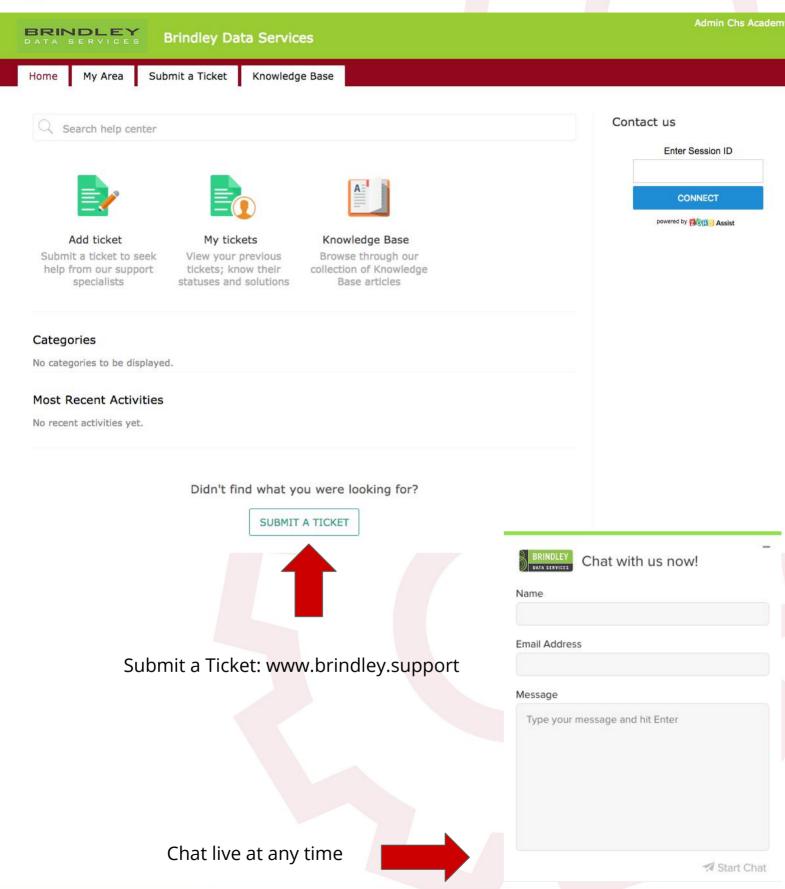
* Terms & Conditions apply

WHAT IS INCLUDED ?	BETA SUPPORT	DELTA SUPPORT	SIGMA SUPPORT
Guaranteed response for business critical server issues			✓
Telephone task logging	✓	✓	✓
Customer portal and email task logging	✓	✓	✓
Pro-Active monitoring of servers		✓	✓
Pro-Active monitoring of internet connections		✓	✓
Pro-Active monitoring of anti-virus		✓	✓
Pro-Active monitoring of 3rd party renewals		✓	✓
Pro-Active monitoring of email flow		Option	✓
Pro-Active backup monitoring		✓	✓
Pro-Active backup management			✓
Pro-Active monitoring workstation patch & update management		Option	✓
Pro-Active monitoring resolution of alerts		✓	✓
Pro-Active monitoring of other network devices			✓
Remote support for servers		✓	✓
Remote support for desktop PC's and laptops	✓	✓	✓
Server patch & update menagement		✓	✓
Workstation rebuilds	Option	Option	✓
I.T Asset Management		Option	Option
SLA enhanced response times		Option	✓
SLA Reporting		Option	✓
Free telephone advice		✓	✓
New equipment installation	Option	Option	Option
Disaster recovery solution		Option	Option
Off-site server hosting		Option	Option
Off-site remote backups		Option	✓
Strategic consultancy		Option	Option
Backup email system (Domain control required)	Option	Option	Option
Fixed price plans		Option	Option
24/7 Support		Option	Option
Account management meetings		Option	Option

Ticket system and live contact

BRINDLEY DATA SERVICES | **Brindley Data Services**

Home | My Area | Submit a Ticket | Knowledge Base

Q Search help center

Add ticket
Submit a ticket to seek help from our support specialists

My tickets
View your previous tickets; know their statuses and solutions

Knowledge Base
Browse through our collection of Knowledge Base articles

Categories
No categories to be displayed.

Most Recent Activities
No recent activities yet.

Didn't find what you were looking for?

SUBMIT A TICKET

Submit a Ticket: www.brindley.support

Chat live at any time

Contact us
Enter Session ID

CONNECT

powered by ZOHO Assist

BRINDLEY DATA SERVICES Chat with us now!

Name

Email Address

Message

Type your message and hit Enter

Start Chat

01928 238338
brindleydata.co.uk

Remote, telephone and site support

Bd

Prices

All of our packages are contracted with a fixed price which is dependant on your organisation size and needs and agreed in advance.

Our Approach

- We establish your needs and review your current set up
- Provide advice and a quotation
- Agree a plan and timescale for implementation
- Deliver your services and continue to support you.

'At Brindley Data we support people first and foremost and technology second, this makes all the difference in the world when choosing your IT partner'