

## Peace of Mind

Technology can be the key to improving business processes, improving cost efficiency and increasing productivity. The significant importance and complexities of technology within your business deems it necessary to have an efficient support function at hand. The only combatant you have against the potential network failures, downtime costs and loss of data, is to ensure the smooth running and maintenance of your systems. This coupled with the facility to call upon an expert base of knowledge, able to remedy any fault at any time. At Wolf Consultancy we understand this need for reliable systems, and actively seek the responsibility of ensuring the smooth running, maintenance and support of your IT infrastructure.

*Concentrating on our core competencies, so that you can concentrate on yours.*

## Reassurance

A free initial audit of your IT systems not only allows us to pro actively seek out faults and assess the current status of your system, but also introduces our engineers to your software and IT infrastructure. From here we can tailor a support solution, which will provide you with the protection and reassurance you need to reliably run your IT systems in support of your business. As well as this you will have priority over the technical expertise and talent of our diverse engineers.

Tailored support packages that liberate your staff to focus on their work priorities, can be offered on five different levels:

## Telephone & Email Support

Telephone and email support puts you in direct contact with instant intelligent human help. This service provides unlimited access to our team of engineers and gives you unrestricted calls and emails for help. Most problems can be resolved quickly and efficiently without the need for onsite assistance, saving valuable time and money.

## Remote Dial-In

Remote dialling enables us to offer support by directly looking into your network and remotely viewing and controlling your computers. This web based support system spells a reduction in onsite visits and provides instant response.

## Network Monitoring

This support option securely links your business critical systems to our operations centre. Performance information is then fed into our predictive analysis tool that ensures that as soon as any monitored business service enters a critical state we will be alerted and respond. This is a pro-active system that means that we will know of the problem at the same time or before than you do. We can then respond quickly and efficiently without prompt.

## Regular System Checks

For added reassurance we provide regular onsite scheduled visits. Here we can provide vital regular maintenance tasks and offers the opportunity to ensure that your system remains up to date and running smoothly. These visits can be all that it takes to ensure that you are not burdened with a more costly call out and allows our engineers to fully familiarise themselves with your systems and helps to build a stronger, more satisfying relationship between you and Wolf Consultancy. These can be used to update and install software, provide regular hardware maintenance, Implement security hot fixes, create and modify user and email accounts, amongst, many other things.

## Onsite Visits

If no other support facility remedies the situation you can rely on the fact that one of our experienced engineers will be dispatched to your site with the urgency that you require. Response times and volume discounts mean you can tailor this facility to fully match your needs and provide total satisfaction.

## Comprehensive Support

Our varied range of tailored support services, coupled with our standard packages, ensure the provision of the most comprehensive support available. We care about your business, and are determined to fully satisfy and exceed your support expectations. By providing your support we enter into a mutually beneficial partnership with you, offering our other core services at a discount rate and becoming one step further to being your IT department.

**"Wolf Consultancy ensures the smooth running of and maintenance of our mission critical systems."**

**Malcolm Brown, Head of IT 'TRW'**



# Support

