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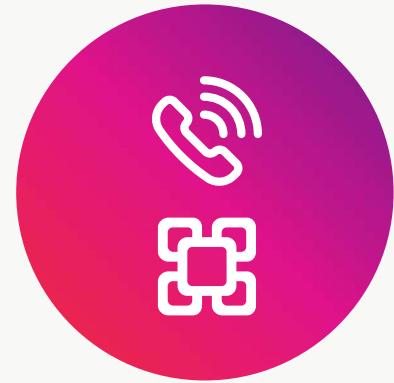
Outsourced IT Support

Outsourced IT Support is the right solution if you want to lower your IT Support costs and get access to a wide array of technology experts who together support your business goals.

Cardonet are a leading provider of Outsourced IT Support Services and an expert in providing technology support to many industries, including hospitality, finance, education, charities and associations. Now more than ever, companies are seeing the value of engaging with an outsourced IT Support partner that can scale services up and down based on the demands of their business.

We understand the importance of outsourced IT support aligning with your business needs and as such, we are able to provide you with completely flexible IT Support.

Whether you need support with an IT Project, expanding the capabilities of your existing team, support for a single element of your IT, or completely outsourcing your IT Support, we have you covered and are able to provide expert support.

Our aim is to provide you and your users with an excellent IT Support experience. Our expert engineers will tackle any issues and transparently work with you to ensure our IT Support aligns with your business goals.

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Outsourced IT Support **Benefits**

Access to a locally based team of expert IT Support engineers.

Outsourced IT Support Service provides you with the benefit of having access to a wide range of experts, that is why our in-house engineers are able to provide you with fast response times, highly technical and specialised support.

You have excellent IT Support delivery with guaranteed response and resolutions times.

You are able to meet your specific business needs as you will have access to the right IT Support. Outsourced IT Support gives you guaranteed response and resolution times with a bespoke service level agreement.

IT Support monitoring and proactive support 24x7x365.

Our Outsourced IT Support team will monitor your network and infrastructure with tools that are able to quickly identify any potential issues before they turn into business-critical problems. Instead of reacting to issues, we proactively spend time monitoring your IT in order to prevent issues.

Completely transparent Outsourced IT Support with regular reporting and communications.

Our customers are our lifeline and that is why we make sure our customer service always exceeds your expectations. We will always keep in regular contact with weekly, monthly, and quarterly catch ups at different levels of our respective organisations so that you know where you are at and where you stand. We will also transparently report on all IT issues and provide you with advice on how to improve performance. Essentially, we will become an extension of your team and when you have any IT issues we will do whatever it takes to get you functional again.

Cost-efficient and flexible IT Support that aligns with your business goals.

Outsourced IT Support should provide you with considerable cost reductions. Outsourcing your IT Support allows you to have access to a larger knowledge base of IT Support expertise, an improved use of your resources and a reduction in staffing costs as well as administrative hassle.

You are easily able to scale with the specific needs of your business.

As your company grows, you are able to easily scale without having to worry about the expensive cost and hassle of hiring new IT Support staff. Alternatively, you are able to easily scale down if needed without incurring any expensive costs.

Availability of spares or loan equipment to keep you operational.

When technology goes wrong and you find yourself in a situation where your business can no longer operate, we will be able to support you and keep you operational as we hold spare stock and equipment that you will be able to use. Keeping you operational is our utmost priority and we will always do what it takes to keep you going.

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Outsourced IT Support **Features**

- 24x7x365 networking monitoring and alerting.
- Flexible outsourced IT Support agreements.
- Friendly and responsive IT Support.
- Guaranteed response times.
- Spares and temporary loan equipment.
- Third party vendor support and escalation.
- Proactive support.
- Remote support.
- Onsite support.
- Out of hours support.
- Comprehensive reporting.
- IT roadmap support.
- A single point of contact for all of your IT Support needs.

Outsourced IT Support **Options**

- A range of IT Support hours, including 24x7, depending on your needs.
- Just a particular skill set, or complete end-to-end support.
- Outsource either all, or just part of your needs.
- Outsourced IT Project support.
- Third party support for different technology vendors.

Find out how your business can benefit from **Outsourced IT Support.**

Our friendly team of IT Support engineers will make sure you and your team remain productive.

Discuss your Outsourced IT Support needs by calling us on **+44 203 034 2244** or **+1 323 984 8908,** or emailing **hello@cardonet.com**

Our Technology Partners

Microsoft   CISCO   SONICWALL   veeAM   vmware   Hewlett Packard Enterprise

Ruckus   mimecast   hp   eseT   Mitel   Apple

Allowing you to do more

- **Focus** on other areas of **your business.**
- **Enjoy** the **IT support** that you need to **meet your goals.**
- Know that you are **covered** if you need to **expand your business hours.**
- Have a **trusted single point of contact** for all of your IT requirements.
- Improve the **alignment** between **IT** and **your business.**
- Make **IT a business enabler**, not just a cost centre.
- Improve **team satisfaction** and service delivery.
- **Reduce employment challenges,** such as holiday cover and sick pay.
- Meet the **needs** of your **remote** and **mobile** workforce.
- **Improve the consistency** of your service delivery.
- **Benefit from effective IT** management information and reporting.
- **Overcome poor performance** from your current IT Service provider.

Trusted to deliver expert IT Services by

Lufthansa Technik   CROWNE PLAZA HOTELS & RESORTS   HALCYON GALLERY   Holiday Inn

caesarstone   Hilton   HONG KONG TOURISM BOARD   EDM paperfreeedm

free2 learn   l'oscar HOTELS   Evertaste   BW Best Western.

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Why Cardonet

TRUE 24X7 OPERATIONS

PROVEN TRACK RECORD

SINGLE POINT OF CONTACT

VENDOR NEUTRAL

CUSTOMER FOCUSSED

PASSIONATE & EXPERIENCE

TRUSTED PARTNER

FOCUSSED ON QUALITY

AGILE AND AWARE

FULLY ACCOUNTABLE

Awards

Accreditations

QMS° ISO 27001 : 2013 REGISTERED

QMS° ISO 9001 : 2015 REGISTERED

CYBER ESSENTIALS

Crown Commercial Service Supplier

Our Commitments

Our Team

We employ friendly professionals who have well-rounded experience, the ability to work in a team and a desire to be helpful.

Our Processes

We continue to invest in our systems and have the standards in place for effective, streamlined and consistent service, customised to meet your needs.

Our Mission

We are dedicated to providing remarkable IT services that improves your performance, increases your productivity and protects you.

Our Promise

We value long-term relationships built on trust. To achieve that, we deliver fully supported vendor neutral solutions that are essential and reasonably priced.

Your IT Services Partner for

IT Support

IT Consultancy

Managed IT

Managed Cloud

Communication

Cyber Security

Outsource your IT Support to a proven IT support partner

Call us on **+44 203 034 2244** or **+1 323 984 8908** or email us at **hello@cardonet.com** to start the conversation.

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