Out of Hours IT Support

You need access to your critical business applications and data 24x7x365, but employing a dedicated in-house team on a 24x7 basis can be incredibly complicated and expensive.

Another option is to engage with us to provide you with the out of hours (OOH) element of your IT Support. We have already invested in the team and the resources needed to deliver on such a service, so you get to take advantage of our economies of scale, while still ensuring that your users are always supported.

Our out of hours IT Support service can be delivered on a shared or dedicated basis, covering nights, weekends and holidays.

Additionally, you can use our service as an in-hours overflow facility in order to assist with a backlog, cover sickness and leave, or to help you optimise your team sizing on a temporary basis, such as during busy periods.

Out of Hours Support **Benefits**

Your team is fully supported and can be productive 24x7, without the huge expense.

Make sure that you never miss an issue, and give yourself more time to repsond to issues before they become business affecting. This keeps your team happy and productive, giving you a competitive advantage, while also allowing you to avoid the huge costs of providing out of hours support yourself.

Guaranteed response times from qualified engineers.

You will be able to enjoy guaranteed response times from a large team of qualified and experienced IT professionals. Should you experience a major incident, your issues will be escalated to our higher level teams for response and resolution.

Expand your business to any time zone and know that you are covered.

Businesses can be held back from expanding if they feel that their users will not be able to be supported when they need to be. By adopting out of hours IT Support, your geographically distant users will experience a high-level of support around the clock.

Discover the cost savings of **out of hours IT Support** for your business.

Our experienced team will provide you with reliable, seamless out of hours support.

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

Our Technology Partners

cardonet

Out of Hours IT Support **Features**

- Full flexibility. We can answer as you and use your service desk.
- A multitude of supported technologies and platforms.
- Service level agreements (SLA), backed by guarantee.
- Service desk best practice alignment.
- Proven IT Support service.
- Directly employed, knowledgeable support team.
- Transparent and comprehensive service report.

Out of Hours IT Support **Options**

- Dedicated IT Support.
- Shared IT Support.
- Incident logging only, or complete incident lifecycle support.
- Core infrastructure support or complete IT support.

Allowing you to do more

- No further early morning **IT surprises**.
- **Focus on** other elements of **your business**.
- **Confidently expand** your business opening hours.
- Improve your **team satisfaction** and **service delivery**.
- **Save on the huge costs** of providing your own **out of hours support**.

Trusted to deliver expert IT Services by

Lufthansa Technik   CROWNE PLAZA HOTELS & RESORTS   HALCYON GALLERY   Holiday Inn

caesarstone   Hilton   HONG KONG TOURISM BOARD   EDM paperfreedm

free2 learn   l'oscar HOTELS   Evertaste   BW Best Western.

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

Transform your business with out of hours IT Support

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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cardonet
at the heart of IT