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IT Services > IT Support > Proactive IT Support

Proactive IT Support

Cardonet is a firm believer in identifying and resolving your potential issues before they become business affecting problems. We do this through our extensive proactive IT Support service.

You rely on technology to help fuel innovation and help drive growth within your business. This adds complexity to your IT infrastructure and this, along with an evolving security environment, increases your need for a proactive approach to your business IT support.

As an organisation that prides ourselves on our level of customer service, we find that our proactive IT Support activity sets us apart, reducing support issues by ensuring that you have a more robust technology platform.

Our IT Support team spends over 30% of their time working on proactive tasks that are designed to anticipate issues and then put steps in place to prevent them.

We will work closely with you to maximise the uptime of your systems by streamlining your processes, managing your updates and service packs, as well as carry out essential network tasks, amongst other activities.

Our proactive IT Support service includes:

- Pre-scheduled site visits.
- Regular system health checks.
- Security management.
- Patch management.
- Help desk trend analysis.
- High-level audits and IT reviews.
- Best practice recommendations.

Our proactive IT Support services are available for your on-premise, cloud or hybrid infrastructure.

Proactive IT Support **Benefits**

Lower the risk and the potential cost of IT issues within your business.

We will perform regular maintenance on and will constantly monitor your IT infrastructure in order to identify vulnerabilities and prevent issues before they occur, providing you with a more robust solution. Fixing something that is broken is both costly and time-consuming. Our proactive IT support provides us with the opportunity to map and understand your IT infrastructure, as well as better understand how technology works for your business. This helps us mitigate risk, as well as provide you with expert advice and guidance on your IT strategy.

Proactive IT Support gives you the information you need to make better decisions.

Our proactive IT support team will be able to give you the insights that you need for effective planning and analysis in order to improve your current IT processes. This could be as simple as alerting you to license renewals and disk space issues, or as complex as security vulnerabilities or infrastructure replacement.

Keep up to date with your changing IT Infrastructure.

Our proactive engineers create extensive documentation about your network during proactive IT support activities. By keeping records up to date, should an unexpected issue occur, we will be in a much better position to respond to and resolve it quickly, using the right people with the right skill sets for the job. These quicker fixes will have a positive impact on your system availability and subsequently on your bottom line.

Discover the benefits of **proactive IT support** for yourself.

Our proactive IT Support team will ensure the high availability of your technology.

Discuss your Proactive 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

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Proactive IT Support **Features**

- ◊ Prevention of downtime.
- ◊ Effective creation of IT infrastructure documentation.
- ◊ Preventative maintenance service.
- ◊ Effective network monitoring.
- ◊ Assistance with your IT planning.
- ◊ Asset tracking and life-cycle analysis.

Proactive IT Support **Options**

- ◊ Remote proactive IT Support activity.
- ◊ On-site proactive IT Support activity.
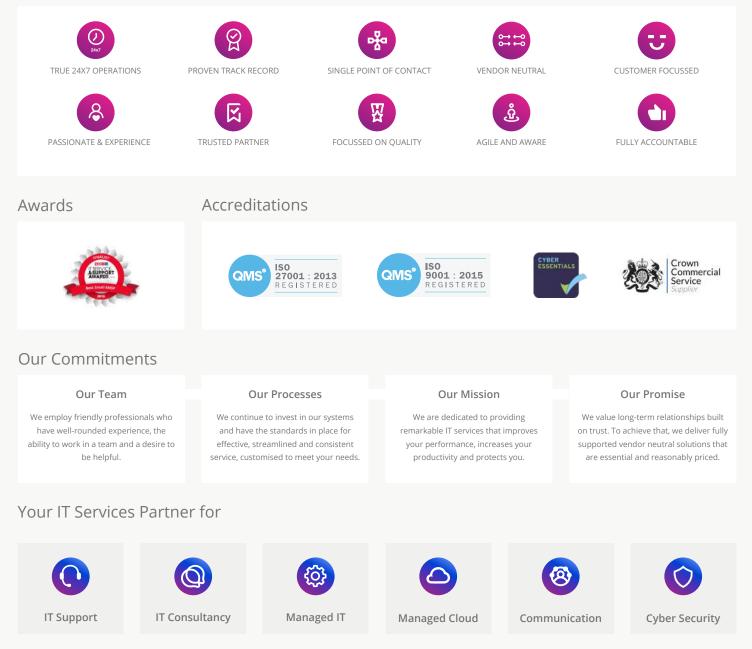- ◊ Complete proactive IT Support.

Allowing you to do more

- ◊ Create a **competitive edge**.
- ◊ Get the information you need to make the **right decisions**.
- ◊ Enjoy **expert support** for vital business systems.
- ◊ Get the stability you need to then **innovate**.
- ◊ Help keep your team **happy** and **productive**.

Trusted to deliver expert IT Services by

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

ISO 27001 : 2013 REGISTERED

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

Prevent issues before they impact your business with proactive 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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