

IT Services > IT Support > Remote IT Support

Remote IT Support

Many technology issues today can be resolved quickly and cost-effectively by taking advantage of the power of remote IT Support.

Our experienced team of IT Support engineers will be able to remotely diagnose and repair your IT issues, improving the speed of resolution, reducing costs and ensuring that you and your team can remain happy and productive.



With your increased reliance on technology to be successful, it is vital that all IT issues are dealt with swiftly to minimise any impact on your business.

Experience shows that by securely accessing your systems remotely, our IT support team are able to resolve over 90% of your cases remotely. We can, for example:

- ✦ Help with password issues.
- ✦ Install or upgrade software.
- ✦ Configure network changes.
- ✦ etc.

Remote IT Support Benefits

✔ **Lowering your costs, while allowing you to better budget for your IT.**

You enjoy lower support costs because it takes less time to address and resolve your IT issues, while also removing the time and cost to travel to site. With an agreed IT Support contract, you know how much your remote IT support will cost monthly, which will allow you to budget better.

✔ **You can easily scale your operations without restriction.**

You may want to open up a new site in a different geographic location. You can do that with confidence while enjoying the same level of enterprise-level support that the rest of your business receives, without restriction. We currently support businesses throughout the UK, Europe and the US from multiple offices.

✔ **Improved speed of IT issue resolution.**

When something goes wrong, you need a solution fast. By fixing your IT issues remotely, your needs can be met much faster and issues resolved quicker, often as a first contact fix. This allows you to get on with running your business and keeps your team productive.

Discover what a difference remote IT support can offer your business.

Our capable, UK based IT support team will fix your issues quickly and effectively.

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

Our Technology Partners



Remote IT Support Features

- ✧ Flexible support and management giving 24/7 coverage.
- ✧ 1st, 2nd, 3rd line support available from our experienced team.
- ✧ Engineers with specialist skills available.
- ✧ A friendly team of capable engineers.
- ✧ Regular monthly usage reporting.
- ✧ Multi-vendor support and escalation service.

Remote IT Support Options

- ✧ Dedicated and shared remote support capabilities available.
- ✧ Out of hours remote support.
- ✧ 24x7 remote support.
- ✧ Cover for internal IT staff absences.
- ✧ Flexible contracts tailored to your business requirements.

Allowing you to do more

- ✧ Delivers faster and more responsive support.
- ✧ Address issues remotely, avoiding travel cost and saving time.
- ✧ Ensures you have access to the right skills at all times.
- ✧ Delivers workforce productivity.
- ✧ Letting you set your sights on growth.
- ✧ Giving you insight and keeping you in control.
- ✧ Providing you with stability so that you can innovate.

Trusted to deliver expert IT Services by



Why Cardonet



TRUE 24X7 OPERATIONS



PROVEN TRACK RECORD



SINGLE POINT OF CONTACT



VENDOR NEUTRAL



CUSTOMER FOCUSED



PASSIONATE & EXPERIENCE



TRUSTED PARTNER



FOCUSSED ON QUALITY



AGILE AND AWARE



FULLY ACCOUNTABLE

Awards



Accreditations



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

Overcome your IT issues through effective remote 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.

United Kingdom

+44 203 034 2244
7 Stean Street, London, UK, E8 4ED
hello@cardonet.co.uk

United States

+1 323 984 8908
750 N. San Vicente Blvd, West Hollywood, CA 90069
hello@cardonet.com

cardonet
at the heart of IT

www.cardonet.com

All third party trademarks remain the property of their respective owners.