

Proactive, not reactive

*We take care of IT
so you don't have to ..*



SUPPORT

Your Issue

- You would like to have a dedicated IT Manager taking care of your systems, but realistically they are too expensive.
- You are spending your own valuable time resolving your IT issues when you should be focusing on your core business.
- If you have a current support provider, they take too long to respond to your calls.
- You are only ever aware of issues with your systems when it is too late and it results in downtime for IT and you incur costs as a consequence.

The Solution

At Tiedata we offer clients customised solutions to their specific business requirements, so whether you're seeking additional support or looking to outsource your IT completely we can tailor our services to your needs.

We differentiate ourselves by having our Support Engineers from an end user background so that they appreciate our clients needs and problems. Our flexible and proactive approach ensures you receive the best service possible, leaving you with more time for what's important .. Your business!

Features

- 24/7 Proactive Network Monitoring (optional)
- Telephone, Remote & Onsite Support
- Dedicated Technical Account Manager
- Tailored Support Packages
- 2 hour Guaranteed Response Times
- Preventative Maintenance Visits
- You'll have a team of professionals constantly monitoring and taking care of your IT rather than an individual. No issues for illness / holidays.
- All calls will be handled by an experienced engineer

The Benefits

- Just like having your personal IT specialist in your office.
- Have peace-of-mind that your IT is being taken care of regardless of annual holidays or sickness.
- Our guaranteed response time means we'll have a qualified engineer fixing your problem with minimum disruption to your business.
- Monthly payments help cash flow.

Key Benefits . .

Tailored support

Proactive Support

Minimised downtime

Guaranteed response times

Improved Cash Flow

Preventative Maintenance
Visits

Reduce Operational Costs

For more information on any
of our services visit:

www.tiedata.com

To find out more
about TD Support

Contact us
01773 513513



Tiedata
Computing Solutions
for Business...

Our ability to tailor support to your business requirements ensures all your needs are catered for.

Our Most Popular Support Packages

Standard Support Packages	TD Enhanced	TD Complete	TD Onsite
Unlimited Telephone Support	✓	✓	✓
Unlimited VPN Support	✓	✓	✓
24/7 Monitoring of all servers	✓	✓	✓
Monitoring of all computers	✗	✓	✓
Unlimited Onsite Support Visits	✗	✗	✓

Do you require a tailored support service? Please contact one of our experienced consultants to discuss your requirements.

TD Enhanced
Ideal for small and medium-sized business requiring a managed IT service.
Ideal for those seeking a fully managed proactive service. We will monitor all your servers 24/7/365 hours a day with monthly reporting.

TD Complete
All the benefits of TD Enhanced plus faster responses and improved service delivery.

TD Onsite
All the benefits of TD Complete, plus no additional costs for onsite support visits.

Expert support at your finger tips
Call us now on.. 01773 513 513

Quote Reference Number: ST10231B

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