

IT SUPPORT FROM INTERCITY



Our team, is your team.

Let us be an extension of your business.

With our IT Support solution, you can be rest assured that there will be a pair of helping hands when you need them. Our standard support desk operates between 8:00am to 6:00pm, with flexible options for out of hours to suit – just think of us as an extension of your IT team.

Standard Features



Desktop Support

Let us look after all things desktop, with support covering Windows 10, Office 365, vendor/software driver installs, LAN and Wireless troubleshooting, and delivery of our security suite.



Server Support

We'll provide Microsoft Windows Server Operating System support for performance, bugs and fixes, and updates and installations, as well as a wide range of complementary services.



Domain Services

Intercity will manage your IT infrastructure using Microsoft Domain Services and provide a wide range of support for troubleshooting issues.



Microsoft 365 Application Suite

Our service will ensure you have the right people in place to support you with all of your 365 related queries.



OPTIONAL ENHANCEMENTS

Not only do we offer all of the above in our standard package – we also have add-on options that will expand upon the services we can offer you. These include:



Unified communications via our Touch Technology platform

With conferencing, screen sharing, messaging and contact centre features, Touch Technology's cloud based solution can replace your traditional phone platform, to enhance your team collaboration.



Field Engineering Services delivered via our ForeSight service

With field engineers based around the country, Intercity will be right there to support your business needs – from project deliveries to installations.



Data Backup and Disaster Recovery

You need to keep your business running, no matter what happens. With Backup as a Service (BaaS), your off-site data is always safe. When disaster strikes your DRaaS facilitates you getting back up and running – with minimal, or even no disruption to your customers.



Monitoring of Critical Infrastructure

External monitoring of infrastructure is vital to deliver reliable service to end users. From emergency services to government agencies, Intercity keeps your people connected when it matters most.

WHY OUTSOURCE WITH INTERCITY?



More productivity:
With a co-management approach, we'll provide IT support, ensuring you are covered when your in-house staff are on vacation or taking sick leave.



Outstanding service levels:
With a NPS of +79, you can be rest-assured that you will receive industry leading levels of customer service.



Lower costs: Because our co-management IT service is provided for a fixed-monthly fee, you'll have a clearer idea of your IT expenditure.



Increased security: if you outsource your IT Support to us, you'll have access to the latest technology and IT best practices – reducing the burden of your in-house staff of having to stay abreast.



Outsourcing your IT support requirements can save your business money, free up more of your time and improve productivity.



We have 35 years' global technology expertise, which helps to ensure that we deliver you the most innovative, futureproof solutions for your business.





About Intercity

Intercity Technology is the ideal partner to enable organisations to flourish securely in the new age of working from anywhere.

With over 35 years' experience, we have the skills and expertise to future-proof your business.

Since 1985, we have been giving honest advice and providing technology enabled solutions to over 4,000 customers internationally. Today, we are proud to have delivered innovative solutions to known public and private businesses, large and small, across the globe.

We are one of the few businesses that can securely bridge the IT gap between home and corporate working. Our support brings together our expertise in communications, managed services and secure cloud to enable workforces to safely operate both remotely and under the same roof.



intercity

DO MORE FOR YOUR CLIENTS

Enquire today on 0330 332 7933
www.intercitytechnology

