ICC GROUP
Making **IT** Happen

Support Contracts

Our support contracts are managed by our experienced technicians and empowered by our industry leading helpdesk service and extensive inventory distribution centre. We are proud to provide contracts with flexible service levels and support options designed to meet your specific business needs.

When your systems go wrong, they never make an appointment. You may have a dedicated in-house IT team or a designated employee that oversees your systems, but are they always available 24/7? Do you have the spare parts available to solve any hardware problems or even know where to purchase in a hurry?

Our IT support contracts guarantee the availability and health of your hardware and software to keep your systems running. We have extensive experience in dealing, supporting and administering Tru64 UNIX, HP UX, OpenVMS and Microsoft Server environments, either remotely or using on-site personnel.

Our experienced staff maintain and repair an extensive range of servers and IT equipment from the world's largest manufacturers, such as HPE, Dell, Sun, Microsystems/ Oracle, IBM and

Cisco, and pride themselves on industry leading first time fix rates for all hardware issues.

We can also provide an on-site 'hot spares' kit for hot swappable parts with a high failure rate. This may include elements such as disks and PSUs, that with IT expertise on-site, can instantly be swapped out without having to wait for an engineer.

With our comprehensive knowledge of hardware and all major operating systems we are the perfect 'one-stop-shop' for all your IT support requirements.

Whether you are a small business, large enterprise or government organisation with thousands of locations, we can design an IT maintenance contract suited perfectly to your company.

Key Points

- 24/7/365 service
- Guaranteed response and fix times
- SLAs that suit your needs
- Multi national and global ISO 20000 accredited company
- Fully accredited engineers
- Optional onsite 'hot-spares' kit
- Substantial cost savings, maximising ROI
- Multi vendor support - including legacy systems