

Pro-Active Network Support

"Let us worry about the technology so you can concentrate on your business."



Overview

Advoco Standard Support offers a proactive and affordable solution that allows your organisation to maximise its productivity.

With the knowledge that your network is in the safe hands of our highly trained network engineers and backed by the resources of a Microsoft Gold Certified Partner, you can concentrate on running your business and leave the rest to us.

This **all inclusive** support service provides you with up to 40 hours of on-site consultative time for resolution of more severe issues, software updates/upgrades and hardware/software installations.

Standard support from Advoco includes the following features:

Unlimited Email Support¹ – Unlimited email access to technical support.

Telephone Support¹ – Obtain immediate telephone support for more critical issues that are affecting your business from operating.

Remote Server Management^{2/3} – Secure remote-access software is installed onto your server allowing our technical support team anytime access to your critical network systems.

Remote Server Monitoring² – Our technical support team receive automatic notifications should a problem arise with your server.

Remote Access Support² – Our remote access applications allow our technical support team supervised access to any computer on your network.

Security Management² – Our technical support team will monitor your Firewall and Anti-Virus solutions to protect your organisation against threats.

End User Customer Portal – Record and monitor your own technical support cases via our web based customer portal.

OS Patch Management² – Monthly updates from Microsoft, professionally installed by Microsoft Certified Engineers.

To find out more please call and speak to one of our consultants.

¹ Available during standard business hours

² Subject to a suitable internet connection

³ Subject to an annual subscription

Accreditations

Microsoft
GOLD CERTIFIED
Partner

Microsoft
Small Business
Specialist

SOPHOS
Gold Partner

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