



IT Support

Let us take the hassle out of all aspects of your IT systems.



What we offer

Employing an in-house IT team can be expensive, whereas working with an external IT company can be much more affordable. At SBK we offer added-value support throughout the lifetime of your IT purchase, giving you peace of mind about the smooth running of your business with less downtime. We have experienced, knowledgeable and friendly engineers on-hand to offer you the service and resolutions you need to get back to your job, whether it be remote or on-site support.



Our unrivalled after sales support has earned us an enviable reputation within the industry. You'll have your own user-friendly customer portal for real-time access into our service desk to raise tickets, view previous resolutions, a knowledge base for common issues, new user sign ups and reports/charts for trends, as well as being able to talk to our friendly staff over the phone. Not only reactive, we're also proactive as our skilled support staff will monitor and manage your devices continuously to ensure the smooth running of your system. So let us take the hassle out of all aspects of your IT systems!



An IT Partner You Can Trust



Tailored Packages



Skilled & Experienced Engineers



IT Consultancy



System & Licensing Management



Service Level Agreements

We can offer you a **FREE** no obligation IT audit for a support service to suit your requirements. **PLUS...** For enquiring, we will enter you into our monthly prize draw!

☎ 01246 861100

@ hello@sbk.co.uk





www.sbk.co.uk



Support packages

We pride ourselves in ensuring we provide the right flexible support package to suit you. These include Bronze, Silver, Gold, Platinum and Bespoke packages. Our contracts have a number of options from up to 8 hours to a quicker 4 hour response for "Mission Critical" equipment such as Servers, Firewalls, Routers, Switches etc.

What's included

	 Bronze	 Silver	 Gold	 Platinum
Telephone/Email Remote Helpdesk Support	✓	✓	✓	✓
Access to Customer Portal	✓	✓	✓	✓
Reduced Chargeable Hourly Rate	0	✓	✓	✓
Guaranteed Priority Service	0	✓	✓	✓
Dedicated Account Manager	0	0	✓	✓
Next Business Day Onsite Response	0	0	✓	✓
Annual Audit & Health Check Plus Consultancy	0	0	✓	✓
Parts & Labour Included	0	0	✓	✓
Loan Hardware	X	X	✓	✓
Active Monitoring of Backups	X	X	✓	✓
Mobile Device Support	X	X	✓	✓
Active Monitoring of Diskspace	X	X	0	✓
Antivirus Checking & Malware Removal	X	X	0	✓
New Hardware & User Setup	X	X	0	✓
Windows Updates	X	X	0	✓
Disaster Recovery Planning	X	X	0	✓
Scheduled Onsite Visits	X	X	0	✓

✓ = Included 0 = Optional X = Not Included

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