# XC360®

**IT SUPPORT** · CLOUD · **BACKUP**
**TELEPHONY** · PRINT

# IT SUPPORT

## Your peace of mind is our guarantee

Delivering professional and proactive IT support globally for 2 decades. We manage so you can grow, safe in knowledge you are fully protected, compliant and operational.

XC360's managed and proactive IT service ensures your systems are running at maximum potential leveraging the latest technologies and empowering your workforce. We understand that even the smallest delay can be costly, so all our packages deliver:

- Unlimited Support – no caps or limits. We'll make sure your systems are working and if you get a hiccup then we are just a phone-call away.
- Responsive, friendly and CERTIFIED technicians that continuously beat SLA's and genuinely want to help.
- Experienced advisors to ensure your systems are prepared for the future, built to last and leveraging the right technology for your business.
- A return on Investment by ensuring your business maximises its IT potential.
- Regular IT health-checks to improve system longevity and performance.
- Regular Business IT analysis so your unique requirements are catered for and the impact of downtime is reduced.
- Fast, thorough and seamless on boarding and migration
- Seriously smart technology that goes the extra mile.
- No auto attendants or ridiculous queuing, speak to a qualified technician at first pickup.
- A secure, reliable and effective IT platform that makes work easier

the average
**Small business**
LOSES
OVER
**100 HOURS**
of productivity
A YEAR from
**PREVENTABLE**
IT issues.

SOURCE: **Gartner**

PG2

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## A tailored IT service that always delivers:

**Unlimited support for every part of your IT**

**UK based helpdesk from a team that think outside of the box**

**Cast iron SLA's that we continuously beat**

**24/7 sophisticated monitoring with intelligent self-healing**

**Security and data protection analysis**

**Industry leading response times that have continue to get better.**

**Windows, Mac, Linux support**

**Server and workstation support and asset tracking**

**Virus and malware outbreak prevention**

**In-depth business analysis to keep you ahead of the competition**

**Virtual server support (vmware or hyperV)**

**Automated patch management**

**Network support for your internet, your routers, your firewalls and your switches**

**Remote working solutions**

**Support of bespoke software and hardware solutions**

**Storage solutions**

**Webserver support**

**Daily backup monitoring**

To discuss how XC360 can enable your business to unlock new potential, increase operational time, reduce issues, lower costs and compete at the highest level, contact us now via phone or emai.

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