



## IT Support

Providing IT support services  
to London-based companies

### Reliable, reactive jargon-free support

Our IT support packages are designed to work around your business by providing a service to ensure you get the very best of your IT.

All of our IT support packages benefit from SLAs (service level agreements) giving you and your business the peace of mind of getting a quick and efficient resolution.

IT-Logik have been offering IT support packages to start-ups, SMEs and established organisations for over 10 years. As standard, your business will be assigned a dedicated account manager.

- **UK-based service desk**
- **ITIL accredited**
- **Various SLA available**
- **Access to a range of qualified engineers**
- **Available via phone, email, and online**
- **Real-time monitoring for your devices**
- **Dedicated account manager**

## HASSLE FREE

Our main goal is to get your business up and running as soon as possible for ongoing support. You and your team will have a single point of contact for all your IT requirements.

Whether you are a new business, or looking to move away from your current IT provider, our aim is to make the transition as easy as possible.

## HOW TO GET STARTED

Simply contact one of our consultants who will arrange a site visit to carry out a full audit of your current IT configuration. The audit comprises of a full asset report on your current IT configuration.

During this time we will obtain all the necessary information, which will include main admin accounts, licensing, software review and 3rd party contacts.

## YOUR SUPPORT STARTS NOW

Once we have completed the site audit and added the necessary information to our service desk platform and updated our support team, your support starts!

You and your teams will have full access to our London-based support desk either via phone, email or online.

Our team of expert engineers will actively monitor your IT infrastructure using the various systems like NetHelpDesk - an industry ITIL service desk systems - as well as N-Central for full asset management and monitoring.

### MOST POPULAR SUPPORT PACKAGE

- SLA Response Time: 4 hours
- SLA Resolve Time: 8 hours
- Remote Support: unlimited
- Call-outs: discounted
- Phone Support: Yes
- Email Support: Yes
- Audit Report: Yes
- Real-Time Monitoring: Yes

More support packages available here:  
<https://www.it-logik.com/it-support-packages/>



### OUR PARTNERS & ACCREDITATIONS

Microsoft Partners  
Microsoft Cloud Solutions Provider  
Citrix CSP  
Cisco accredited engineers  
Gigaset Data Backup approved reseller  
SpamTitan approved reseller  
Cyber Security certified

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