

# On-site IT Support

Immediate access to reliable and consistent technical support from our expert specialists at any time of the day.



## about the service

In today's fast-paced business environment, maintaining seamless IT operations is not just an advantage; it's a necessity. Aztech understands the critical role that robust IT support plays in the success and efficiency of your organisation. Aztech's On-Site Technical Support Service is designed to provide your business with expertise and rapid response IT support directly in your offices.

### Empowering Your Organisation with Tailored IT Expertise

Our service offers a range of on-site technical resources, from Level 1 to Level 3 Support Technicians, ensuring that you have access to the right level of expertise exactly when and where you need it. Each technician level brings a unique set of skills and capabilities tailored to address your IT infrastructure's specific challenges and requirements.

### Comprehensive Support, Both On-Site and Beyond

On-Site Technical Support Service is also complemented by our extensive remote managed services. This dual approach ensures the rapid resolution of immediate technical issues and ongoing support and strategic oversight of your IT environment.

Our service delivery teams offer additional managed services, including:

#### Network Operations Centre (NOC)

Continuous monitoring and management of your network infrastructure to ensure optimal performance and swift issue resolution.

#### Remote Support

Access to immediate assistance for unforeseen issues, ensuring minimal downtime and disruption to your operations.

#### Proactive Services

Patch management, backup check, monitoring and alerting.

#### 24/7 Out-of-Hours (OOH) Support

Round-the-clock support, guaranteeing that your business remains operational, secure, and supported, even outside regular business hours.

#### \*Cyber Services

Proactive cyber security measures, including threat detection, analysis, and response, to protect your critical data and systems. (Additional charges may apply)

#### \*Security Operations Centre (SOC)

Advanced security monitoring and incident response services, safeguarding your business from evolving cyber threats. (Additional charges may apply)

## key benefits

### Immediate, On-Site Expertise

Rapid response and resolution of IT issues with the presence of skilled technicians directly at your location.

### Comprehensive IT Support

A blend of on-site and remote support services, offering a complete solution for IT management, monitoring, and security.

### Customised Support Levels

Tailored support options with Level 1, 2, Level 2.5, and Level 3 technicians to match your specific business needs and challenges.

### 24/7/365 Availability

Round-the-clock support through our Out-of-Hours (OOH) service ensures your business remains operational and supported at all times.

### Proactive Monitoring and Maintenance

Continuous oversight of your IT infrastructure through our Network Operations Centre (NOC), preventing issues before they arise.

### Scalable and Flexible Service Options

Services that grow with your business, easily scalable to accommodate changing needs and expansion.

### Improved Operational Efficiency

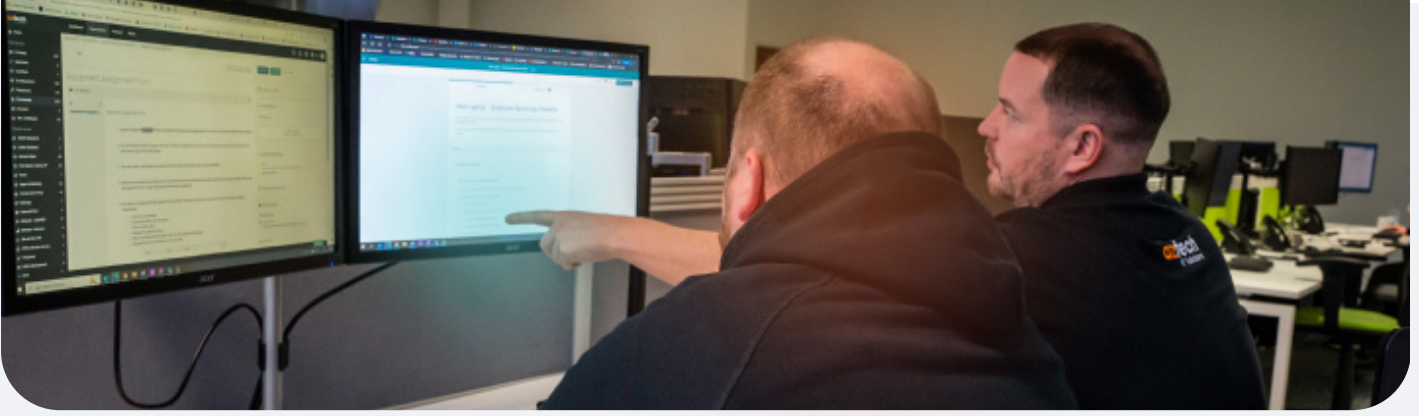
Reduced downtime and enhanced productivity through efficient issue resolution and optimised IT operations.

### Cost-Effective IT Management

A cost-efficient alternative to in-house IT teams, providing expert support without the overhead of full-time staff.

### Compliance and Best Practices

Ensuring your IT operations comply with relevant regulations and industry best practices, minimising risk and enhancing reliability.



## how it works

Aztech's On-Site Technical Support Service is structured to provide your business with seamless, efficient, and comprehensive IT support. Here's a step-by-step overview of how our service operates:

### Step 1: Initial Consultation and Needs Assessment

**Understanding Your Business:** Our process begins with a thorough consultation to understand your business operations, IT infrastructure, and specific technical needs.

**Customised Support Plan:** Based on the assessment, we develop a tailored support plan that aligns with your business objectives, addressing both immediate technical requirements and long-term IT strategy.

### Step 2: Selection and Deployment of On-Site Technicians

**Technician Matching:** Depending on the assessed needs, we select the most suitable on-site technicians from our team of skilled Level 1, 2, Level 2.5, and Level 3 Support Technicians.

**Rapid Deployment:** Our technicians are deployed to your site, ensuring that you have the on-site expertise needed to manage and support your IT environment effectively.

### Step 3: Integration with Remote Managed Services

**Comprehensive Support Network:** In addition to on-site support, your business is integrated into our remote managed services, providing access to NOC, remote support, 24/7 OOH, cyber services, and SOC.

**Seamless Collaboration:** Our on-site technicians work in tandem with our remote service teams, ensuring a cohesive support experience that addresses all aspects of your IT needs.

### Step 4: Ongoing Support and Strategic IT Management

**Proactive Monitoring and Maintenance:** Through our NOC and remote support services, we continuously monitor your IT environment, proactively addressing potential issues before they impact your operations.

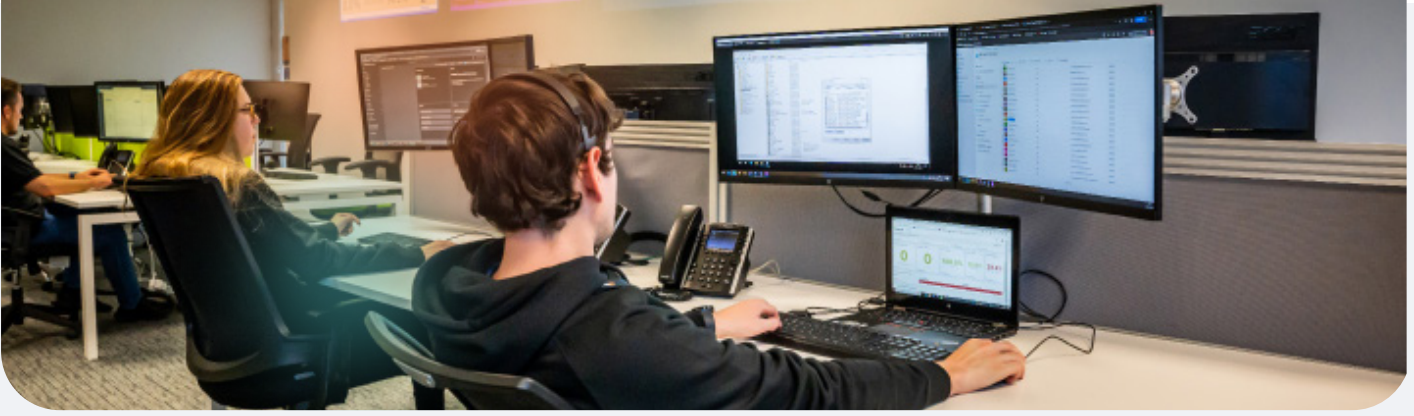
**Strategic IT Planning:** Our team provides ongoing strategic guidance, helping you plan and implement IT initiatives that support your business growth and adapt to changing technology landscapes.

### Step 5: Continuous Improvement and Adaptation

**Feedback and Adaptation:** We regularly review the support service's performance, gathering feedback to ensure our services meet your evolving needs.

**Scalable and Flexible Support:** As your business grows, our support services adapt, offering scalable solutions that can be adjusted to meet new challenges and opportunities.





## features

### Advanced Troubleshooting

Ability to diagnose and resolve complex hardware, software, and network issues with minimal downtime.

### Network Management

Skilled in managing and optimising network infrastructure, including switches, routers, and firewalls, for optimal performance.

### Server Support

Expertise in managing server environments, including installation, configuration, maintenance, and virtualisation technologies.

### IT Consultation

Providing strategic IT consulting to align technology solutions with business objectives, including IT infrastructure planning and optimisation.

### Disaster Recovery and Business Continuity

Planning and implementing disaster recovery strategies to ensure data integrity and business continuity.

### Compliance Management

Ensuring IT operations comply with industry regulations and standards, including data protection and privacy laws.

### Common Tasks:

#### Immediate On-Site Issue Resolution

Rapidly addressing and resolving IT issues that arise, minimising impact on business operations.

#### Hardware and Software Installation

Setting up and configuring new hardware and software, including PCs, servers, and business applications.

#### System Updates and Maintenance

Performing regular system updates, patches, and maintenance to ensure security and efficiency.

### Network Setup and Configuration

Configuring network components and settings to support business operations and connectivity requirements.

### Security Monitoring and Response

Monitoring for and responding to security threats, implementing preventive measures to protect business data.

### User Support and Training

Providing end-user support and training to ensure efficient use of IT resources and applications.

### Backup and Recovery Operations

Managing backup processes and conducting data recovery operations to safeguard critical business information.

### Performance Monitoring and Optimization

Continuously monitoring IT systems for performance issues and optimising configurations for improved efficiency.

## why you need it

- Your IT teams are under pressure with the maintenance and management of your IT infrastructure.
- You are looking to leverage the skills and knowledge of an expert for your IT infrastructure that your current team doesn't have.
- You want to ensure the smooth running of your organisation's IT infrastructure and aren't sure if it could be optimised in a better way.
- You want to alleviate your IT teams with their day-to-day IT requests so that they can be free to focus on core business related tasks.
- You're looking for a valuable extension of your IT team whilst also saving money on hiring, upskilling and managing overheads.