



*“Our service data shows that we fix up to 95% of all problems without ever having to visit your premises and 1/3 of these are cleared up in less than 5 minutes”*



IT'S NOT ABOUT WHEN THINGS GO RIGHT  
IT'S ABOUT WHEN THINGS GO WRONG

## Outsource Your IT Support

Advances in IT technology bring about changes in the way we do business. The internet, broadband links and integration of voice systems with data all help us to work faster and better. Until they fail.

As more technology is built into businesses, they become more vulnerable to failures and problems are more difficult to self-diagnose. Most SME Businesses would be unable to function without their IT systems; however few are large enough to justify a full time IT support person.

**IGC Technical solutions** provide both remote and onsite IT support for your company's hardware and software and tailor support packages around your needs. Using only qualified personnel we offer both routine and emergency assistance.

## **Do you want to be an IT expert?**

You can spend hours trying to work out which piece of the IT puzzle isn't working or you can let us look after it for you. We often fix in minutes something that might take a less experienced person all day to solve.



## **Remote support**

By remotely accessing your system we monitor its performance and spot any problems before they become disasters. We do this without interrupting your operations or tying up your resources.

We only employ experienced, Microsoft qualified technicians who are familiar with networked systems. We ensure we are fully trained on the latest products and keep up-to-date with all aspects of ICT technology.



## **Your IT support package**

Your support package will be unique to your business, here are some examples of packages we supply to others:

### **No Package**

We recognise that some business do not need a full support contract and so we are always ready to quote you a competitive price on a project by project basis.

### **Single System**

If you require support for a single PC, a small monthly fee will give you peace of mind as we will keep your data backed up and keep you up and running with telephone support.

### **Simple Network**

As your company grows, we can provide periodic maintenance to your system, install new items and offer training to keep everything working at its optimum performance level.



## Network and Server

Larger systems have the potential for more problems and need to be monitored and maintained more regularly. Systems are also more likely to have upgrades and configuration changes as new machines are added and others taken away. Critical systems cover can also be included.

### Free consultation

Why not take advantage of our expertise and allow us to carry-out a free assessment of your IT system. We will visit you and review your hardware and software configuration, discuss any issues you are currently facing and advise you on any changes you need to make. We will then send you a report on your systems health, all at no cost to you.

You can use this report to plan your IT development and ensure your business is working efficiently and is protected against potential costly IT failures.

### Our Contact Details

Please contact Ian Connolly on:

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A sales person will not answer but a fully qualified technician will.

