

IT SUPPORT

Cost-effective IT support to keep your business active

IT support via phone, email, remote login or in person

Modern businesses depend on their IT to operate and keep active, whether your organisation has a small core of IT users or many hundreds of employees, it's very likely you rely on your IT infrastructure. Ensuring its maximum performance is paramount, and therefore creating an effective IT support strategy is vital. We can manage your IT support either in its entirety or alongside your internal team.

At OGL we know that solving employee IT issues quickly is important. Our staff understand this and work to ensure all calls raised are handled speedily, but of course with a smile and friendly service as standard.

Our IT Consultants will work with you to select an IT package to suit your business requirements and budget. We offer fixed or retainer contracts with loan or replacement parts provided as standard. Whether you need a bells and whistles Platinum Package, or a standard Gold Package, we're sure to have the right option for you.

At a glance

- A range of IT support packages available
- IT experts at your disposal when you need them
- Support via phone, email, remote login or in person
- Out of hours support available
- Fast, effective resolutions from IT professionals

Reliable IT support from a premium provider

We support organisations from all kinds of industries with varying user requirements, ranging from multiple-server virtualised infrastructures to businesses with a single server – and everything in between.

OGL provides premier IT support expertise in a range of reliable and cost-effective IT contract packages:

 **Platinum**  **Gold Plus**  **Gold**

An IT partner you can trust

We have been established for over 40 years meaning we have come across every type of IT support issue possible, and most importantly know how to handle them quickly and confidently.

A team of IT experts at your disposal

Our IT Support is delivered via a team of highly qualified engineers whose sole remit is to keep your IT infrastructure and employees working.

We have a large team of engineers who form our IT Service Desk and are on hand to handle issues via phone and email in a professional, helpful manner. Our engineers are structured so that the more complex an issue, the more qualified the engineer who assists you will be.

Our primary aim is get your issue resolved in the quickest time and ensure the integrity of your infrastructure is maintained. In the majority of cases our Service Desk Engineers will connect to your PC remotely, meaning they can access your equipment from our offices to fix your issue.

If your issue needs an onsite visit, a Field Engineer will be booked to come and see you. They're a highly qualified bunch who take great pride in solving a whole range of IT issues for our customers at their site.

**We're very proud of our IT Support service
and the difference it makes to our customers.**

Complementary services alongside IT Support

IT Administration

Lots of day-to-day administration and maintenance comes with running an IT infrastructure. Our IT Administration service can take away all of that hassle and handle all IT admin on your behalf. We will review all your systems, licences and software / hardware renewal dates at regular intervals. The team will also perform scheduled health checks on your servers and other hardware to reduce the potential for breakdown.

Remote Monitoring

Our Remote Monitoring service minimises the risk of IT downtime by providing continuous monitoring of your servers. Our team will detect early warning signs of potential problems, often before you realise you even have a problem. It will enable preventative action before users are impacted and productivity is reduced, resulting in the maximum possible uptime of your IT system.



Don't just take our word for it...

“ It's now been more than three years since we contracted with OGL and during that time the IT support has been excellent and any issues encountered have been identified and resolved swiftly. Over that time, OGL has grown to really understand our business and ensure our IT systems are allowing us to do our business efficiently and seamlessly. ”

**Colin Mann, Trading Manager
Westbridge Food Group**



**Our IT experts
are waiting to hear
from you:**

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