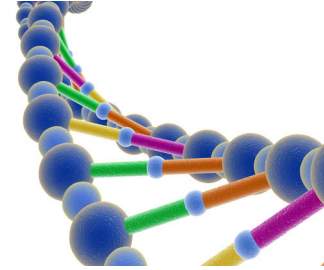


## An intricate component of your I.T. Security Technical Support



### Delivering the support you've always wanted

nonstopIT are able to provide a "one stop shop" for your I.T. technical support on an on-going basis. By bringing all of support requirements under a master agreement, nonstopIT are able to offer these benefits:

- Consolidation of all your support agreements
- Single budgetary cost
- Single annual renewal date
- Assurance that all solutions are covered
- Ease of support management
- Fully qualified, experienced engineers

We are even able to save you money on your existing annual commit with nonstopIT and of course take over support contracts you may have elsewhere.

### 24x7x365 Manned I.T. Support Requirement?

Not a problem. We can customise our support services specifically to your requirements from 9:00 to 17:00 Monday to Friday access to the TAC through to 24x7x365 - offering SLA's for onsite support and hardware replacement.

This solution for telephone/email/online helpdesk response will enable your business to be able to log calls for remote support and optional site visits under a pro-rata contract.

### Onsite Certified Engineers

In providing the option for a qualified and experienced technician to support your site, your systems will be maintained both remotely (where access is available) and onsite.

Onsite engineering visits can also be utilised to ensure maintenance tasks are undertaken and checked, for example, backups are functioning, AV engines are optimised, patches are applied, software upgrades are installed and other routine system checks performed.

Our range of professional services include:

- Technical Support Contract
- Network Health Checks
- Consultancy
- Project Management
- Managed Services

Our fully up to date certified engineers can support your systems such as Citrix, SonicWALL, CheckPoint and Forescout.

### Installation and Configuration

nonstopIT installations are documented throughout. On the completion of the installation, engineering reports will be completed, including any outstanding actions or follow up requirements that may be deemed necessary.

This service is available as a daily rate or as a prepaid block booking number of days - all tracked against your own customised portal.