



## SUPPORT SERVICES

IT Departments face new challenges every day. Users demand high performance and quick problem resolution while management need cost control and cost efficiency.

### BENEFITS

**CNT has a commitment to providing a flexible, responsive and cost effective support service**

### COMPREHENSIVE SUPPORT SERVICES

CNT's comprehensive support service covers multiple vendors. All support requirements for infrastructure, voice, data, video and desktop can be consolidated into a single contract with a single point of contact for all support enquiries.

There are three main areas which are covered by CNT's support services and a tailored service can be made up of elements of the following:

- Network support
- Helpdesk and end-user support
- Project support

These support services cover multiple vendors, making it easy to consolidate all support into a single contract.

### NETWORK SUPPORT

The network infrastructure is the lifeblood of an organisation. CNT provides a proactive service for supporting all parts of the network infrastructure. With multivendor skills and extensive experience, the key elements of the network support service are:

- Fix and upgrade notification
- Service reviews
- Vendor management
- 24x7 call logging
- Remote monitoring
- 4 hour onsite response time
- Installation and configuration
- Adds, moves and changes

With CNT supporting the network, an IT resource can focus on more strategic projects.

## HELPDESK AND END-USER SUPPORT

Responding quickly to end-user support requests and resolving issues effectively is important to maintain acceptance of new systems and technologies. CNT can provide a full helpdesk and support service to maintain end-user productivity and to reduce the amount of time the IT Department spends on tactical projects.

The following are some of the highlights of the service provided by CNT:

- 24x7 call logging
- Remote diagnostics
- Telephone and onsite support
- Web based logging and tracking
- Health checks
- On-site spares

This is a flexible support service which accommodates many diverse requirements.

## PROJECT SUPPORT

Sometimes the need arises to have additional support for projects and CNT can provide a team of engineers and consultants to work alongside the IT Department. With vast experience of multi-vendor environments, the following are just some of the areas CNT can help with:

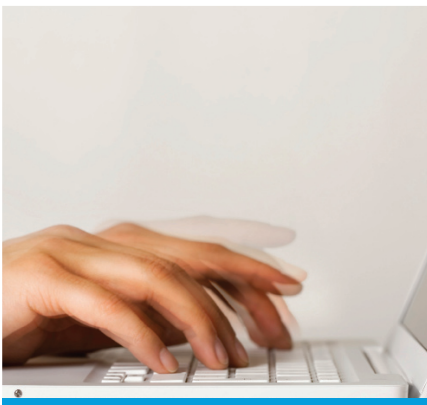
- IP Telephony
- Unified communications
- Network infrastructure
- Security solutions
- Application integration
- Virtualisation and storage
- Desktop solutions

Project support can be provided at any stage of the project as CNT has the resource base to accommodate a broad range of project support requests.

## BENEFITS OF USING CNT SUPPORT SERVICES

With a commitment to providing a flexible, responsive and cost effective support service, outsourcing IT support to CNT provides the following benefits:

- Single point of contact for all support requirements
- Single contract to cover multiple vendors
- Highly experienced and skilled support staff
- Full understanding of housing systems and network integration



“We have used CNT’s Support Services since 2004. This has allowed us to focus on more strategic projects safe in the knowledge that the network is being proactively monitored and end-users are getting a responsive service and a quick resolution to their queries. It also means that we can build our own skills in other areas so we can better support the organisations objectives without spending time resolving support issues. This is a much better solution for the entire organisation.”

**Graeme Anderson**, ICT Manager, Bromsgrove District Housing Trust.



### Central Networks and Technologies Ltd

Rowan House, Sandbrook Way, Rochdale, OL11 1LQ

t: +44 (0)1706 747474 f: +44 (0)1706 712222

e: info@cnt.co.uk

www.cnt.co.uk