

# IT SUPPORT



**477 SLAs met** (per day)



**896 proactive incidents resolved** (per day)



**682 reactive incidents resolved** (per day)

We provide an MSP service for IT customers. The service is designed to meet the needs of customers wishing to outsource some or all their IT service needs. Part of this includes delivering bespoke support.

Our team of 156 IT technical experts operating three Help Desks, we provide your IT support quickly, on average completing 115 tickets in under 15 minutes.



## THE IT HELP DESK

Open between 7AM and 7PM everyday with a 24/7 emergency number outside of these hours, the IT Help Desk is your first port of call for support. This provides a single support system that can escalate tickets depending on the type of support needed. The IT Help Desk can be reached through the phone, email or a web portal. Tickets will be handled on average within four hours.



## IT INFRASTRUCTURE MONITORING

As part of the IT Managed IT Support Service, we can deploy the Proactive Monitor system. With this system, we can remotely monitor every aspect of your IT infrastructure and power our proactive and reactive support. The monitoring system can review:

- Service availability and uptime
- Status of server services such as Exchange and SQL
- Internet bandwidth usage
- Hardware status of servers and other critical devices
- Firewall and further security systems

Additionally, we can apply the relevant firmware, security and feature patches to your infrastructure. This work is conducted outside normal business hours on a monthly basis.



## DAILY IT CHECKS

We perform some daily IT checks. This includes checking IT systems are available for your staff and that data backup and DR systems are operating as expected. Any issue found is reported to the relevant technical experts and escalated within our support structures if necessary.

We perform the following checks between Monday and Friday:

- Data backup systems
- DR replication systems (if relevant)
- Internet connections, routers and firewalls
- RDS environment
- Antivirus systems



## REMOTE SUPPORT

Our technical experts have access to several remote support tools including ConnectWise and TeamViewer. They can quickly access your end-user devices and provide support without delay. For security purposes, the user must grant our team members access to the device before any work can be completed.

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