

## Support Services

While robust infrastructure and a flexible range of solutions meet most technical requirements, 24x7 support, maintenance, monitoring and reporting from a specialised team with global experience makes a crucial difference.

### How does it work?

We offer a range of Support options for all services ranging from straight forward telephone support during business hours, through to 24/7 support with guaranteed response times and uptime guarantees for those with mission critical services located in our data centres.

Depending on your needs you have access to:

- Help Desk & Support
- Service Level Agreements
- 24/7 Monitoring
- Reporting
- Strategic Consulting

### Why should I use it?

Taking care of the underlying technical solution is a given. What really matters is having people answer your support queries who can actually solve your problem, and back it up with access to real time reporting to put the power back in your hands.

### Will it suit me?

Every customer needs access to support at some point in time, and tracking the performance of your online activities is essential. Tailored support solutions backed by Service Level Agreements for Complex Solutions typically suit government organisations, or medium-to-large businesses whose IT infrastructure requirements are extensive and/or technically complex.