



Smarter Support Delivered. Your Way.

Centiq's comprehensive support service frees-up your valuable time to focus your efforts on meeting vital business objectives. On-demand technical expertise is there when you need it most through a wide range of flexible options.

Helpdesk

Technical experts providing first, second and third line support through to resolution – both remotely and on-site.

Enterprise System Monitoring

Delivered as a service or as a virtual appliance. Use your browser or mobile device to gain near real-time access to the health of your systems.

Multi Vendor Maintenance

Combining services from some of the largest providers to offer a single point of contact with reduced cost and complexity.



Smarter Support

Maximising the benefits your IT infrastructure provides to your business whilst managing the pressures of continually having to drive down operational costs is one of the most difficult challenges faced by many enterprises today. If this challenge falls to you, you need a partner you can rely on.

Centiq's specially designed suite of support services enable you to better manage your IT estate allowing you to boost operational reliability and efficiency whilst also controlling, and often reducing, costs. Within our comprehensive portfolio you will find individual service components to allow you to design a tailored service specific to the needs of your business - freeing you to focus on the things that matter most.

Each one of our services is highly flexible and created with the purpose of providing a unique and comprehensive service to compliment your existing skills. Our dedicated in-house consultants combine depth in knowledge with access to some of the worlds leading vendors to offer on-demand know-how, problem solving and technical capabilities when you need them most.

At Centiq we understand that every organisation's support requirements differ and that budgeting for these critical recurring needs can also be challenging. Because of this, Centiq's range of support services has been designed to cater for every budget. From our cost-effective, token-based approaches through to multi-year managed services, you can build your complete support profile your way.

Key benefits

- "Round the clock" cover when you need it
- Reduced pressure on in-house resource
- Real time statistics and alerting
- Reduced complexity and cost
- Increased service levels
- Scales and flexes to meet your changing needs



Further information

Should you require more information please contact:
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Alternatively visit our website:
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Helpdesk Services

Our helpdesk is available 24x7 and is manned by some of the IT industry's best technical consultants who provide everything from dedicated call handling and resolution through to on-site support and project services. This approach means you always have access to the right level of expertise, whatever your requirement, day or night.

Tailorable service levels | Industry leading skills | Remote and onsite | Flexible subscription models | 1st, 2nd and 3rd line support | N3 connectivity

monitiQ

monitiQ is Centiq's enterprise system monitoring service delivered in the cloud or as a virtual appliance. Used alone it provides an innovative and highly functional method to manage your IT estate. Accessed via a dedicated and secure user portal or even through your own mobile device, means responding to that next critical alert can be done anytime and literally anywhere. Used in collaboration with other Centiq support services, you have the opportunity to tailor a comprehensive and compelling support service at a cost that suits you.

Rapid time to value | Highly flexible | Deeper insight | Data warehousing | Improved service levels | Better resource planning | Fully managed service

Multi Vendor Maintenance

Centiq's hardware and software maintenance services combine the skills and inventory of leading providers including IBM, HP and Bluechip. Regardless of the complexity of your IT estate, Centiq will manage and maintain your infrastructure, bringing together one or many of our providers to offer a single point of contact – all handled via our dedicated helpdesk.

Reduce operational costs | Single point of contact | Simplify support | Minimise contract management | Access to world leading vendors

Key features

- **Dedicated helpdesk with one single number to call**
- **Secure, remote support (inc. N3)**
- **System monitoring and alerting**
- **Mutli-vendor cover by leading providers**
- **Token based through to full Managed Service**
- **Industry leading experts**

