IT Support

Technology is a crucial part of day-to-day business. Too often, your IT systems and hardware are expected to 'just work', however, employees will know the reality can be quite different.

To make the most out of your technology, you need a team of experts to monitor, maintain and protect your infrastructure.

As an award-winning MSP (managed services provider), SysGroup can monitor your core systems, manage user issues and resolve complex technical problems before you even recognise there's a problem.

How we work:

We understand that all organisations have unique IT environments, business challenges and IT goals. Naturally, a 'one-size-fits-all' approach when it comes to IT support is simply not viable, your business deserves a considered approach from an IT support and services partner.

That's why SysGroup offers a **tailored service that's right for you.** We work with you as an extension of your existing team to understand what level of support is appropriate, how it should be delivered and design a service that's right for you.

IT Support Services

Whether it's full-time support or holiday cover, our IT support technicians are always on hand when your users need support, backed by tiered technical escalation to ensure your issue is restored as quickly as possible.

Our IT support services include but are not limited to:

- **24/7/365 networking monitoring services**
- **Ticket based IT support**
- **Real-time data and alerts to optimise performance**
- **Management reporting**
- **Remote control desktop support**
- **System coverage - covering nightly back-up routines, anti-virus updates, hard-drive capacity and patch management**

Management Reporting & System Coverage

Retain complete control over your IT environments with our reporting services. Whilst helping with your IT support, we provide monthly reporting detailing performance against SLAs, ideally-formatted to share with C-suite executives, so you can rest-assured knowing that your IT infrastructure is in safe hands.

About SysGroup

We are an award-winning Managed IT, Cloud Hosting and expert IT Consultancy provider. We deliver solutions that enable clients to understand and benefit from industry leading technologies and advanced hosting capabilities.

We focus on customers' strategic and operational requirements – enabling them to free up resources, grow their core business and avoid the distractions and complexity of delivering IT services. Our services include managed IT, cloud hosting, security solutions, connectivity and strategic technical consultancy.

A Network You Can Rely On

Our state-of-the-art UK data centres are connected to multiple transit and peering connections, allowing us to guarantee 100% network uptime and exceptional levels of performance and security for every client.

Office Locations

We have national reach with offices in Bristol, Edinburgh, Liverpool, London, Manchester and Newport.

Contact Us

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