



SUPPORT SERVICES

Continual forward movement

You don't have time for downtime. Digital Dexterity Managed Service Agreements keep you working 24hrs a day.

Dedicated Support Desk

One easy phone call or email brings you to Digital Dexterity's energetic locally based support team. A range of specialists aim to provide first call resolution and, if this isn't possible, a technician will be dispatched to your site to quickly get you back to work.

Real-time Monitoring

Digital Dexterity employs the latest reporting tools to monitor the health of your systems. Our proactive approach leads to less downtime and lower outgoings. Fixing errors before they cause a problem, we think that's a smart idea.

A Service That Suits

With a range of services from pre-purchased support hours to a dedicated technician sited in your business, Digital Dexterity have a solution that fits. Cost-effective business improving support regardless if you are one person or many.

Whole of Business Support

Across our team we have certified technicians for networking, user support, data and internet, telephony and mobile connectivity. One number to solve all your issues, less time on hold and more time getting on with your tasks.

Hardware and Warranty Support

Our much-loved Vendor Management service. If warranty repair or maintenance services are needed our technical team will organise everything on your behalf. From pickup to delivery and all the time-wasting phone calls in-between.

Consultancy and Project Design

With an average experience of eighteen years, our team can take you from a first idea to productive and efficient use of new technologies. We create solutions that work for the goals you want to achieve.

KEY POINTS:

Budgetary control through agreed monthly payments

An engaged team who care about your business

Support and monitoring available 24/7/365

98% first response target met

Support for geographically remote sites

Significant cost savings over in-house IT personnel

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