



IT support

home

Why outsource IT Support?

The question facing every business is to outsource IT or invest in-house?

Using Sigma as your external IT support partner gives you the best of both worlds. Our engineers work so closely with your staff that they are often viewed as “part of the family”. But because they are external suppliers, there are many more benefits for you:

Predictable IT expenditure

Sigma provides a fixed IT support budget and helps identify those related recurring costs that organisations don't always anticipate - such as software maintenance, anti-virus updates, communication links, backup media, toner, upgrades, and so on.

Cost reduction

Strong IT skills are expensive. Salaries, pensions, training, and management overheads are usually over £30,000 per employee. Sigma helps you keep costs low by offering flexible support, as and when you require it.

Quicker response for users

Sigma maintains a single point of contact, through the Sigma Technical Assistance Centre (S-TAC), which gives you access to qualified on-site engineers plus remote services - for monitoring, reporting and management.

Expanded scope of service

Although Sigma reduces costs, the service is improved. Sigma can offer you a 24x7 service with access to a wider range of knowledge and experience than a small in-house IT team ever could.

Service continuity

Sigma can provide additional people on short notice to cope with peak workloads. We can also act as an extension to an in-house IT team - whether you need access to niche skills for a few hours or additional technical expertise to cover holidays or sickness.

Value-added services

Sigma can also help with procurement and third-party contract management, and offer strategic input to maximise the returns on your IT investment.

Assured quality

Sigma works to industry standard protocols such as ITIL, and has certifications for Microsoft, Mac, Cisco and all major hardware vendors.