



IT support

support details

IT Support – from the user’s viewpoint

Our IT support service is built around service level agreements and is designed to be responsive and efficient. To an end-user it looks like this:

Single point of contact, through the Sigma Technical Assistance Centre (S-TAC) – no more waiting for an engineer - your call will always be answered and we aim to resolve most issues at first point of contact.

- **Remote control support (client desktops).** A secure connection into your offices allows us to connect directly to your Mac or PC without having to come to your desk, so we can quickly respond to problems we cannot talk you through.
- **Qualified on-site engineers.** Should we fail to rectify a problem by the first 2 methods, or there is a more serious problem that is affecting a number of users, we will send an engineer to your office to deal with the problem.
- **Remote services (for monitoring, reporting, alerting and management).** The same tools we use to connect to your desktop also allow us to monitor and administer your servers and infrastructure, meaning that we will often be dealing with issues with your servers before you even notice them.
- **Automated problem escalation.** Our call management systems ensure that you are never forgotten. Once you have logged a call, our system ensures that you are kept informed of the progress either by e-mail or phone. If for any reason it is not responded to within the agreed timescales, helpdesk staff are automatically alerted and they make sure that the call is reassigned to a more senior problem management engineer.
- **Regular site visits.** Our engineers make scheduled visits to perform infrastructure maintenance and any non-urgent support calls that require their presence.

Additional services include:

- System design and build
- Mac, Wintel, Linux, and Unix expertise
- Data backup and disaster recovery
- Total cost of ownership auditing
- Asset management and tracking
- Mobile connectivity for remote workforces