



Outsource your IT for managed digital transformation.



MANAGE & OPERATE

Professional IT Support Services

We take responsibility for the solution from start to finish, including on-site and off-site support. You do business, we do **IT**.

We manage the digital transformation of your business with outsourced IT as a service. Our consultants integrate hardware and software with built-in risk management, disaster recovery, and data backup. They assess your infrastructure to build and implement a customised, cloud-enabled solution that is maintained by our remote helpdesk support and on-site technicians for optimal business operations.

Our on-site technicians and helpdesk support are always available to help you; capable and caring IT professionals who implement the latest technologies, rigorously test, continuously monitor, and make sure that your systems stay up and running at peak performance.

Innovative & Personalised IT Solutions

IN-HOUSE EXPERTISE

Comprehensive in-house IT expertise, with project-based support, tailored SLAs, and permanent on-site resources.

PROJECT IMPLEMENTATION

Qualified engineers architect customised solutions that they plan and implement to meet your IT requirements with excellence.

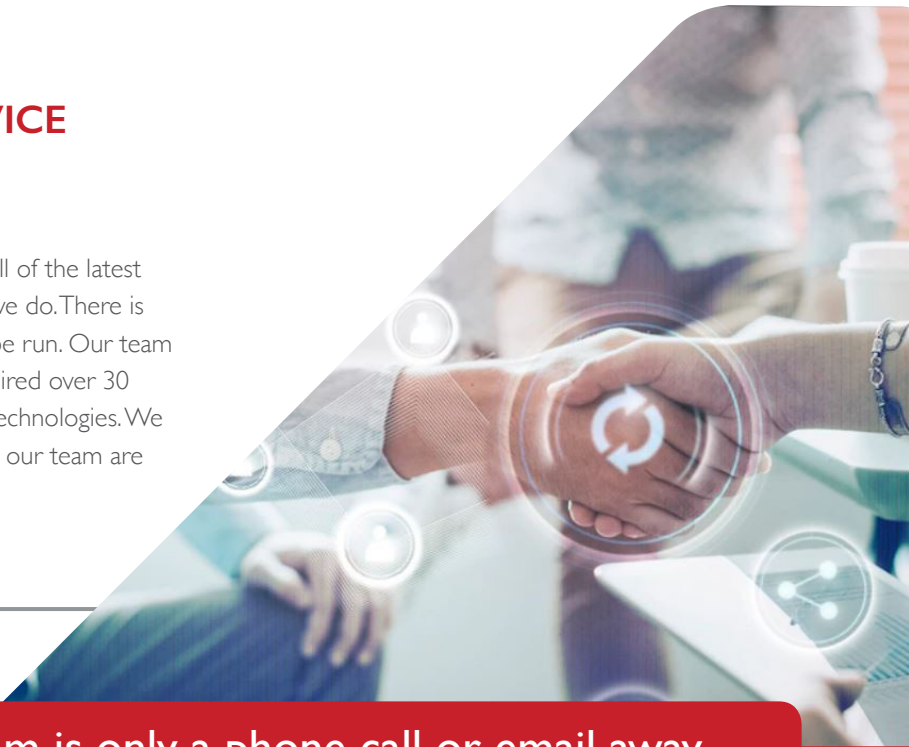
Our **HELPDESK** engineers provide 24/7 support with one-touch resolutions.

WHY ITEC IT?

PERSONALISED, RAPID SERVICE

We'll take care of it all.

We don't expect you to stay up to date with all of the latest developments in the IT industry - that's what we do. There is no need to ask for an upgrade or for tests to be run. Our team employs initiative matched with expertise acquired over 30 years and up to date knowledge of the latest technologies. We have a culture of lifelong learning, which means our team are continually sharpening the axe.



Our remote support team is only a phone call or email away

- We deliver sure-fire value with personalised service.
- You have direct access to our skilled and highly knowledgeable support staff via phone or email. No self-help portals, no sifting through automated telephonic menus, no being pushed-around by call centres.
- You will speak to someone who listens, understands and can resolve your query. If need be, we have

swift escalation procedures to handle even the most difficult faults timeously, eliminating hours of aimless troubleshooting.



Professional Services to benefit your business

- Our Support Level Agreements (SLAs) are customised to the solution we've built for you, so that we can pro-actively and efficiently manage your existing services and maintain your infrastructure with its supporting technology.
- Contracted on-site technicians manage resources and human capital on your behalf, while enabling uninterrupted service with helpdesk escalation.

You benefit from:

- **Increased efficiency**
- **Alleviated HR burdens**
- **Best-of-breed technology**
- **Risk management**
- **Increased control**



MANAGED BUSINESS SERVICES

