

Support services

Your IT investments are up and running. Now you have to keep them that way. Take the pain out of management and maintenance of your solutions and systems - stay in control with a package of support services.

Whether your environment is simple or complex, we have a support service for you. Choose from one of three packages: **Essential**, **Advanced** or **Premium**.

Each package includes a number of service units. These are time with a technical consultant. If things unexpectedly change and you need more flexibility or more technical expertise, you can buy extra service units as you go along.

Service	Essential	Advanced	Premium
Overview	Routine maintenance and management of systems	Comprehensive maintenance and management of your systems	Complete support of very complex systems as well as guidance for future developments
Service initiation	Half day	One day	Two days
Remote maintenance of systems	✓	✓	✓
Standby and incident management	✓	✓	✓
Response time	Within four hours	Within two hours	Within 30 minutes
Service units a year	2.5	5	10
Service review		✓	✓
Architectural review			✓

Why choose Oxford Computer Group support and managed services?

Because we're the best! Globally, we are known for our technical expertise. Our customers tell us we're a safe pair of hands.

Since 2002, we have completed more than 700 enterprise projects and trained more than 6,000 IT professionals in Europe and North America. And we won Microsoft's prestigious Partner of the Year award for three years' running.

Call us today
877 862 1617

Which package is best for you?

Let us help you work out which is the most appropriate package for your organisation.

Give us a call and we'll talk you through the options.

"I strongly recommend OCG's services. They are experts in their field."
Alistair Sandford, UWE IT Services