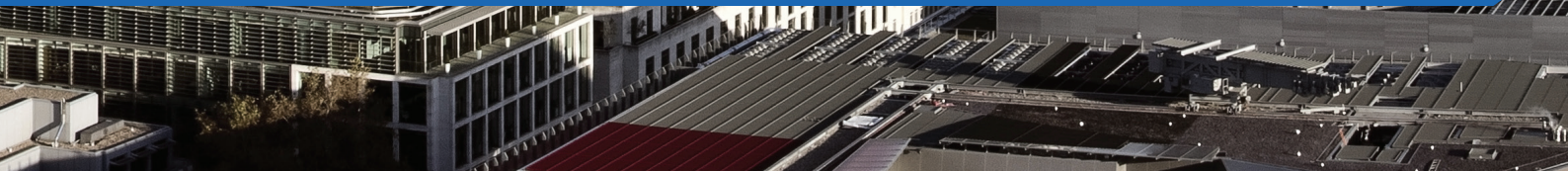# london systems

IT Support for London

London Systems IT Support

Your Helpdesk

We are your IT Department, we are at the end of a phone to listen and work with you to resolve the situation – no matter where you are or how long it takes. You will always be talking to a qualified engineer who will have remote access to your system in order to take control and solve your IT issue. And it doesn't matter how many times you call us, there's no limit and we'll be happy to hear from you.
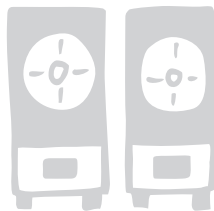
What's included;

- Professional IT Helpdesk; telephone, remote and on-site support.
- Qualified Helpdesk engineers; as friendly as they are technical.
- Fixed prices; per user, per month.
- Hosted IT solutions; your network is online, saving you equipment and storage costs.
- Consultancy and project work; office moves, hardware and software upgrades.
- Support any existing network; onsite or hosted servers.
- IT training; to help you get the most out of your software.
- Helpdesk resource management; an engineer will always be available.
- Efficient call management system; log your issue via email or phone call.
- Supporting your other offices, outside London.

Friendly, qualified support

IT Support for London

London Systems Specialise in IT for London

Based in the heart of London, we support businesses across the city and beyond with tailored it solutions at a fixed, per user price. We take the time to understand your business to provide it support services designed around what you need.

We'll take on your existing network or can guide you in upgrading, to create an IT infrastructure that works more effectively to underpin your business.

Ultimately we provide our clients with a comprehensive it solution; a problem-free environment under which businesses can operate efficiently and with peace of mind.

Friendly, qualified support

Full Support

We provide telephone and remote support via the Helpdesk and when required, on-site support during working hours which are 8:30am to 6:00pm Monday to Friday. There is no cap on the number of hours we spend resolving problems and this level of support also includes the following services if carried out during working hours with no extra cost;

3rd Party Liaison
We work with all of your 3rd party suppliers to resolve any IT related issues, which means you won't be caught in a 'us and them' situation. We take ownership of all problems.

Regular engineering visits to your site
A Helpdesk engineer will visit your office by arrangement, on a regular basis to make checks. They'll also talk to users and see if there are any issues that haven't yet been reported.

Assistance with desk moves
By arrangement, we will come to your office and help to you first plan and then move computer equipment when you need us.

Procurement advice
We're here to help you make the right purchasing decisions when you are considering new hardware or software.

Installing new equipment
When you purchase new hardware or software we will install and configure as part of our service.

Help where required with environment problems
We will investigate IT issues that are related to the office itself i.e. quality of internet connection in a managed building, or cabling issues. We liaise with any 3rd parties to assist in resolving problems.

Advice
We're always happy to provide advice and guidance on any aspect of your IT.
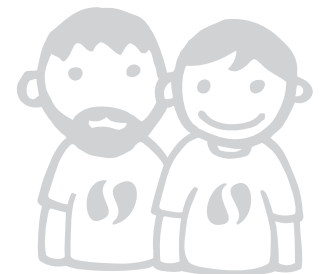
Friendly, qualified support

Telephone and Remote Only Support

This level of support covers telephone and remote support during working hours which are 8:30am to 6:00pm Monday to Friday, and there is no cap on the number of hours we spend on resolving problems.

With this level of service, there are no engineering visits included and any onsite support provided in the course of resolving problems is charged at our standard hourly rates. Between the hours of 8:30am and 6:00pm Monday to Friday this is £85 per engineer, per hour, our out of hours rates are available on request.

If during the resolution of an IT issue we recommend a site visit, we always explain why this is necessary and gain your agreement before proceeding. We also provide an accurate estimate of the time and cost likely to be incurred. There is no cap on the number of hours we spend resolving problems
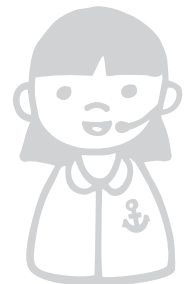
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Friendly, qualified support