

# IT support services designed for you

Investing in ACC IT Support fuels your business innovation and provides you with important support for your technology products.

We provide support for Microsoft Windows operating systems and applications which run on them. Businesses across the UK continue to rely on ACC as their trusted IT support provider gaining direct access to our expertise and resources.

Through 29 years of being established in the industry we have created a system which provides quick and reliable support delivered by our certified support specialists, with ACC IT Support the highest level of technical expertise is always just one phone call or email away. ACC is committed to providing premier grade support with a single objective in mind: your success.

## Features

Service	Standard Support	Premier Support
Unlimited Remote Support	✓	✓
Unlimited Onsite Support	✗	✓
Problem Tracking	✓	✓
Network Monitoring	✓	✓
Server Support	✗	✓

## Features

- Unlimited remote support – 9am-5:30pm Mon-Fri
- Unlimited onsite support – 9am-5:30pm Mon-Fri
- Automated network monitoring & Alerting
- Priority access to skilled support specialists
- Third party vendor management

## Benefits

1. Access to technical support when you need it
2. Optimal IT performance to insure maximum productivity
3. Improved IT security
4. Eliminate the time and expense of hiring and training IT support staff

## Features

Service	Low Case Severity	High Case Severity	Critical Case Severity
Remote Support	Within 4 Hours	Within 2 Hours	Within 20 Minutes
Onsite Support	Next Business Day	Next Business Day	Within 4 Hours
Server Support	Within 4 Hours	Within 2 Hours	Within 20 Minutes

## How it works

Our support hub is based in our office in South Woodford, when partnering with us you will be assigned three support engineers who you have unlimited access to. To contact them all you need to do is call or send the support desk an email. A support specialist will then connect to your device remotely and begin working to resolve the issue(s). All support requests are assigned a ticket id, response and resolution time. For problems which cannot be resolved remotely we can send a support specialist to your business premises. You'll receive everything you need for your company's IT to run optimally.

For network and server issues reporting a problem is also done via a phone call or email, we also use monitoring and alerting tools which are linked to our helpdesk, if any problems or activity which is out of the ordinary is detected it will be flagged up on our system. From here a ticket

will be created and you will be informed of this, we will then work in the background to resolve the issue(s) thus minimizing any negative impact on your staff's productivity.

Our services also cover the software's being used in your organisation, we will manage the updates and any support requests raised on your behalf.

Standard support hours are 9am-5:30pm Monday-Friday, out of hours support can be provided as an additional add on if required.

Whichever support plan your company chooses, you will experience the benefit of our customer-focused service culture. We can help you in making IT a business enabler.

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### Contact information

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