ACC

Advance Computer Centre

ACC IT Support Services

Managing growing IT complexities with economical and effective support

IT is at the centre of your business. Having a secure platform to work from will give your company a competitive edge. Managing this alone will force staff to become specialists in too many areas, and focus is taken away from strategic initiatives.

YOUR ANSWER:

ACC IT Support Services

With ACC IT Support Services, you can minimize the time spent on managing your IT.

Rethink the support experience

ACC IT Support Services provides support that helps you meet today's IT demands and future proof for tomorrow. Our services give your business its own IT department at a fraction of the cost of having in house staff.
We offer a commitment that provides one of the highest levels of proactive support coverage in the industry, and the ability to connect to ACC with easy, robust tools. You can choose coverage windows, equipment supported and support duration that meets your budget commitments. With access to a powerful combination of experts and technology you will receive support that will:

Connect easily and securely

Your staff can connect to ACC to gain visibility into your IT assets and support status from wherever you are so you can reach the best resource when you need help.

Decrease downtime

Choose a support coverage that decreases your downtime with ease. Our support commitment will give you a response in 4 hours. For your PCs we offer an exchange solution that allows you to get a rapid replacement of your PC's.

Reduce complexity

Simplified day-to-day system support with 24x7 systems monitoring and fast, accurate diagnostics, automatic case creation, and onsite response.

Increase IT reliability and consistency

Enhance efficiency with straightforward, easy-to-use support that enriches your overall IT experience. You gain reliability and consistency across your IT environment regardless of size. We keep your systems up-to-date with technical resources, patches and firmware updates, available with your support contract. Get remote or onsite problem diagnosis and resolution. One support query resolves problems for hardware, firmware or software.

Get the help you need, when you need it

We give much more than break-fix services. ACC IT Services is bolstered by the personalized, on-stop support of the ACC Support Centre and the embedded automation capabilities. These tools help reduce downtime and give the help you need, when you need it.

Choose your support experience

Remote Desktop Support

Offers 9am-5:30pm remote desktop user support, with a automated ticketing system and help desk your problems will get resolved in a timely manner every time.

Remote Server & Network Support

Offers remote monitoring, problem diagnosing and problem resolution.

Onsite Desktop Support

Offers onsite problem diagnosis and resolution, desktop installation, maintenance visits and loan PC/Laptop if PC/Laptop needs to come back to ACC repair centre.

Onsite Server & Network Support

Offers part replacement, problem diagnosis and resolution, planned maintenance visits and installation services.

Enjoy simple, affordable and scalable support

With ACC IT services you get support that is simple, affordable, scalable and personal all year round. Get streamlined service levels to help resolve your problems faster and keep your business running. Thanks to our network and industry partners you gain support across your infrastructure. Our services are fully scalable and can grow with your business.

Do more with less

Our IT services reduce downtime and create a strong infrastructure for your company to operate from, this in turn empowers your staff to do more with better communication and tools at their disposal. Your companies productivity and output will increase without having to employ additional staff.
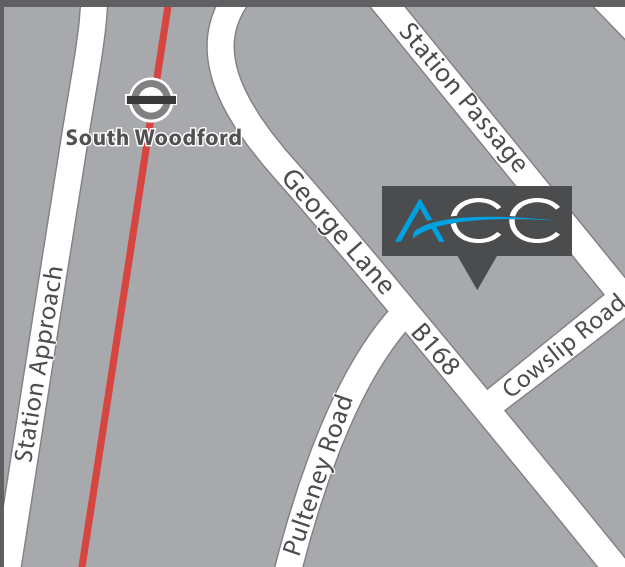
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