



## IT Support Services



**“Minimise** downtime  
through a proactive response”



## Infiniti-e Support Solution

Investing in IT infrastructure is vital for the success of your business. At Infiniti-e we offer an IT Support Solution designed to keep your business moving in the right direction and optimising the performance of your systems.

Infiniti-e can help your business to perform efficiently and effectively with minimal disruptions.

The most effective element of this support is giving you the peace of mind that comes from minimising any downtime. This is delivered through proactive support by Infiniti-e's highly skilled team of engineers. Our engineers are not only vastly experienced but are equipped with problem solving skills and a customer friendly attitude to create the right working relationship.

## Keeping You Informed

The right communication is of great importance in keeping your IT systems running smoothly. Infiniti-e has developed a range of actions in which our support customers can contact the technical support team directly at all times.

From initial installation and adoption this will help all aspects of your IT infrastructure develop and grow. Our IT technicians work alongside automated systems configured to ensure your IT performs and keeps on performing no matter what is thrown at it.

With the new Infiniti-e dashboard tool, this supports your IT by monitoring and displaying the key elements of the business graphically and simply to your management team.



“Live support chat - gives you  
**instant access** to chat to  
one of our technical advisers”

## Accessing The Support

Infiniti-e provides a simple but effective helpdesk service allowing our support clients to be kept fully aware of any enquiry or fault they have logged. Clients have remote access to monitor and track progress all the way to completion.

Contact can be made with our support team by

- **Calling our support line on 0845 226 1917. This call is logged by the technical support team and an electronic reference ticket is created and is then sent to the customer via email where appropriate.**
- **Emailing [support@infiniti-e.com](mailto:support@infiniti-e.com)**
- **Logging into the Infiniti-e helpdesk allows customers to submit a job ticket directly to the helpdesk explaining their technical issue.**
- **Using live support chat. This gives instant access to chat to one of our technical advisers.**

## The Support Process

A complete audit of your IT infrastructure is needed to give you the best possible service. Our fully trained MCSE engineers, use specialist analysis software to check the effectiveness and suitability of all hardware, software, email, websites and internet connectivity.

An appointed representative at your business will be the point of contact for all support issues. In the absence of the normal customer representative a named deputy will make and receive support calls in their absence. Once the audit and representative are in place the support process can start.

“90% of IT support issues  
can be resolved **remotely**”



## Effectiveness Of Infiniti-e Support

Proactive network monitoring allows our engineers to be aware of and often fix a problem even before the client has been affected by it.

Infiniti-e will attempt to resolve the issue or fault by remote access. We find that almost 90% of IT support issues can be resolved remotely. Our remote software allows the support team direct access into your PC to enable them to diagnose and fix the issue without you even needing to leave your desk.

If your support issue can't be fixed remotely, our technical engineer can be onsite at an arranged time normally within 4-8 hours from when your problem has been logged.

## Benefits To Your Organisation

The overall benefits to your organisation include:

- **All round peace of mind making you feel safe in the knowledge that your IT systems are well maintained and running at their most efficient.**
- **Our annual support contract is ideal for S.M.E's as it allows you to budget your IT costs affectively over an agreed timescale.**
- **Our fixed SLA agreement gives you the confidence that Infiniti-e will provide the best possible service.**
- **Weekly/Monthly support reviews keep you fully aware of how efficient your systems are running.**
- **Managed and Planned IT procurement.**

“The **highest** level  
of competence and expertise”



## Infiniti-e Resource Partners

The right support for our customers comes directly from the support provided by our partners. This wealth of additional back-up and information enables us to provide our customers with the best possible Information Communication Technology services and responses. One of our most esteemed partners is that of Microsoft.

As Microsoft Gold Certified Partners Infiniti-e represents the highest level of competence and expertise with Microsoft technologies and gives us a close working relationship.

Our other resource partners include:

- **Microsoft SPLA Licence Holder**
- **Microsoft Bizspark**
- **Hewlett Packard Solution Centre**
- **Cisco Partner**
- **BT Wholesale**
- **Pipex Plc**

## What Infiniti-e Can Actually Provide For Your Business?

Our services such as online backup form key components of the IT Support and have been implemented to offer maximum resilience with minimal disruption or impact to the business. With quick certified recovery points all services come as modular options which can be built in at any stages of the processes, these services include:

- **Consulting and Auditing**
- **Support & Installation**
- **Online backup**
- **Network Monitoring**
- **Hosted Solutions Portal**
- **Intranet Implementation**
- **Endpoint Protection**
- **Business Continuity Software**

## Service Agreements

Our service agreements gives our customers the assurance and peace of mind that their IT systems are being looked after by highly qualified IT professionals without costs spiralling out of control. We would be delighted to discuss a service agreement, tailored to suit your business.





## Why Choose Infiniti-e?

**Solutions** - our offering consists of many great services that can be brought together to offer you a complete solution.

**Flexible** - we don't make customers fit in a box. All our services can be developed to meet your business requirements.

**Reliable** - we manage and monitor our services 24 hours a day, 365 days a year, ensuring that your services are available when you need them.

**People** - we have a great team who understand customers, offer good advice, and are committed to delivering good customer service.

**BS25999** - registered and compliant.



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