LEVEL UP
SUPPORT

the next level in IT Support

we care about IT

IT SUPPORT SOLUTIONS

- Server and backup monitoring
- PC monitoring
- Windows critical and security updates
- Anti-virus updates
- 1 hour response to service requests (SLA)
- Remote support
- Access to the Customer Portal
- Weekly Reports
- Discounted hourly rate for bench-work
- Purchasing advice and project quotations
- Maintenance night
- Third-party supplier liaison
- PC health checks & Malware clean-up
- Support of printers and network equipment
- Emergency on-site support
- Server hardware support
- Emergency server rebuilds
- Account Manager

3 plans to fit any business

THE BASIC PLAN

The Basic Plan allows us to keep a close eye on all the vital elements of your system and gives you peace of mind. We monitor all your PCs and servers 24 hours a day, 7 days a week. If any alarm bells ring we contact you. We will inform you of the nature of the problem, what it means to you and what it will take to get it fixed. Armed with that information, and any further guidance you require, you make the decision as to what happens next. All support issues are charged at a competitive hourly rate.

THE PROFESSIONAL PLAN

Our Professional Plan provides a comprehensive support solution. It is aimed at businesses that want peace of mind and a responsive and thorough support service. In addition to what is offered in the Basic Plan, we take a more proactive approach and solve issues in the background before they become problems. All work is inclusive at no extra charge.

THE PREMIUM PLAN

Our Premium Plan is the complete service for companies that require us to go that extra mile. This plan includes all the benefits from both the Basic and Professional plans. Our Professional Plan is the complete service for companies that require us to go that extra mile.

In an emergency we may need to send an engineer to your offices. We will have a technician on-site within 4 business hours and their time is all included in the professional plan. We also commit to get you back up and running should you suffer from server failure.

flexible solutions for your business needs

IT STAFFING SOLUTIONS

In addition to all the benefits you get from the Professional and Premium packages we can have one of our engineers based on your site up to 5 days a week. Some customers like having an internal IT department of their own, so not only will you be taking advantage of our advance monitoring technology, but you will also have the engineer to sort out any issues that may arise. This is only valid Monday through Fridays from 9:00-17:00.

- Dedicated engineer on-site.
- Overhead savings on NI, taxes, holidays...
- Personalized service.
- Immediate resolution of support issues

HARDWARE SOLUTIONS

We are partnered with top brands such as Dell and Microsoft to offer competitive prices for all your hardware and software needs.

WEB SOLUTIONS

Through our sister company LevelUp Networks; we can deliver a stress-free hosting experience, through reliable infrastructure, always-available support and easy to use tools.

CLOUD SOLUTIONS

It's all about focusing on business growth, not business challenges. With our Cloud Solutions you can create and host Web applications and services that quickly scale up or down, depending on your business demands.

EXTENDED HOURS

At LevelUp Support we know that not everyone works from 9:00 – 17:00, so we have created this add-on to accommodate those who need us for just a bit earlier and/or later.

24/7/365

Are you running a business that works unsocial hours, is open on bank holidays, or just never sleeps? No worries! Neither do we! 24/7/365 is perfect for the hotel industry, call centres, or any business that needs us anytime throughout the year.

LEVELUP CLOUD

Take your business to the next level by putting it in the cloud. For a reduced price, we can host your website, backup your data remotely, and place your exchange server off-site. All three packages in one to ensure you get the best price. Have all your IT solutions in one place. No more having to call multiple suppliers.

Web Hosting

We host all of our web sites with our sister company, LevelUp Networks.

Off-site Backups

Tired of changing your tapes and or cartridges on a daily basis? Worried about a fire, flood, or any other disaster happening and losing your critical data? Off-site backups are the perfect solution as not only do you save money and time. You also ensure that all your data is kept securely off your premises. All of your data is encrypted and kept in our servers under the most stringent of security measures.

Hosted Exchange

Reduce your overhead costs and performance of your server by outsourcing your email system. 100% accessible worldwide and compatible with all smart phones at no extra cost. No more worries about your server filling up or your emails getting lost when your internet connecting goes down. All emails are scanned for spam, virus, and on top of that you also get archiving facilities.

we care about IT

about levelup support

All of our technicians are Microsoft certified in order to ensure the best service in the sector. We work from virtual offices to be able to offer low prices and availability in the case of site visit.

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LevelUp Support

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