IT Support Packages

In today's fast-paced business environment, we understand why companies choose to outsource their IT support. Whether you need a fully managed service or assistance in specific areas, selecting the right partner is crucial.

It's essential to work with a team that not only understands the industry you operate in but also aligns with your outlook and ethos to meet your unique challenges effectively.

At Advantex, we have over 20 years of experience supporting diverse industries, including construction, education, hospitality, manufacturing and professional services. Our expertise allows us to appreciate your specific needs and help you achieve your goals with tailored IT solutions.

Benefits of working with Advantex

Choosing Advantex means partnering with a trusted provider that offers:

- **Single Point of Contact**: Simplifying your support experience.
- **Industry Leading SLAs**: Ensuring quick and reliable service.
- **Superior Skills Matching**: Leveraging our team's expertise for optimal solutions.
- **World Class Service**: Evident in our 2023 Net Promoter Score of 84, a benchmark of service excellence.

Support Packages

Discover the perfect IT support solution for your business with our tailored three-tiered support packages. Each package is designed to meet different needs, ensuring you receive the level of support that fits your unique requirements.

Across all our packages, we adopt a consultative approach, providing technical direction and strategy. Our comprehensive onboarding process captures details of your infrastructure to provide tailored IT support while collaborating with incumbent suppliers where needed, enables us to deliver a smooth transition of services.

Safeguard

Safeguard offers robust 3rd Line support with optional monitoring of the health, availability, and status of all major devices. Designed to support internal IT teams, this service ensures our experts respond swiftly to critical system failures, keeping your network operational and minimising downtime. With Safeguard, your business benefits from reliable support that keeps your IT infrastructure running smoothly and efficiently.

Cybersafe

Cybersafe takes IT support to the next level by combining it with advanced cybersecurity measures. This package includes all the features of Premium, along with a security baseline that incorporates DNS and Endpoint Security. Cybersafe is designed for businesses that prioritise cybersecurity, offering optional update services to assist in achieving Cyber Essentials or Cyber Essentials Plus certifications. Protect your business from cyber threats while maintaining exceptional IT support.

Premium

Premium includes all the features of the Safeguard package, plus comprehensive monitoring of your IT systems via the Advantex Network Operations Centre (NOC). This package offers a tiered support architecture with both remote and onsite responses to critical IT failures, ensuring issues are resolved promptly. Additionally, Premium provides helpdesk support for end-users, proactively addressing their technical issues while acting as your own dedicated service desk. It is ideal for businesses that require a more hands-on approach to IT management.

Beyond

Beyond includes all the features of Premium, plus an adaptable support package that can be utilised for any requirement, whenever needed. Customised to meet your evolving business demands, this service goes beyond the standard break/fix approach to ensure your IT infrastructure seamlessly supports your business growth and transformation.

Upgraded and Bespoke Packages

All our packages can be upgraded to 24/7 support, providing round-the-clock assistance to keep your operations running smoothly at all times. Additionally, we offer bespoke package options tailored to meet any specific challenges your business may face. Our team works closely with you to design a support plan that aligns perfectly with your goals and requirements.

	SAFEGUARD	PREMIUM	CYBERSAFE	BEYOND
Proactive Monitoring (NOC)	✓	✓	✓	✓
IT Service Desk	✓	✓	✓	✓
Dedicated Service Management Team	✓	✓	✓	✓
Managed Backup Service*	✓	✓	✓	✓
Critical On-Site Support		✓	✓	✓
IT Moves, Adds & Changes		✓	✓	✓
On-Site Support		✓	✓	✓
End User Support (PC, Laptops & Workstations)		✓	✓	✓
OS and Third Party Updates		✓	✓	✓
Managed Anti-Virus Service*			✓	✓
Security & Identity Configuration & Management			✓	✓
Managed DNS Security			✓	✓
Upgrades, Installs & Application Management				✓
Bespoke customer setup				✓
24/7/365 Support	Optional	Optional	Optional	Optional
Managed Firewall and Internet service	Optional	Optional	Optional	Optional

Why choose us?

For over 20 years, we've proudly served landmark names in the North East of England, partnering with global brands such as Cisco, HPe, Acronis, Axis, and Milestone to deliver exceptional IT solutions and support.

We take a consultative approach, as we understand every business is unique and work closely with our customers to ensure our recommendations are fit for purpose and address your unique challenges.

Regular check-ins allow us to ensure our solutions continue to meet your evolving requirements, and we proactively seek opportunities to improve, refresh and expand our services as your needs grow.

By choosing us, you're partnering with a dedicated team focused on providing reliable, tailored IT support that drives your business forward.

*On applicable products only

Additional Support

Enhance your IT support with our comprehensive range of additional services designed to bolster your security and connectivity. These services include, but are not limited to:

Security Operations Centre (SOC)

Our SOC provides continuous monitoring and analysis of your security systems, ensuring rapid detection and response to potential threats. With our SOC services, you gain a dedicated team of security experts working around the clock to protect your business.

Penetration Testing (Pen Testing)

Identify and address vulnerabilities in your IT infrastructure with our professional Pen Testing services. Our skilled testers simulate cyber-attacks to uncover weaknesses, providing you with detailed reports and actionable recommendations to enhance your security posture.

Managed Connectivity

Stay connected and ensure reliable internet access with our managed connectivity solutions. We offer:

- **Leased Lines**: High-speed, dedicated internet connections for businesses requiring consistent and reliable bandwidth.
- **Direct Internet Access (DIA)**: Scalable and secure internet services tailored to your business requirements.
- **Hosted Firewalls**: Advanced firewall solutions to safeguard your network from external threats, managed and maintained by our expert team.

These additional services, along with our core support packages, provide a comprehensive IT solution that addresses all your business needs. Speak to us today to find out how we can tailor these services to fit your specific requirements and help your business thrive in the digital age.

Cyber Awareness Training

Transform your employees into your first line of defence against cyber threats with our Cyber Awareness Training. We educate your team on best practices and threat recognition to reduce human-related risks, ensuring they are well-equipped to respond to phishing and other social engineering attacks.