



IT Support

IT Support that actually supports your organisation, so that you don't have to.

What is it?

Our IT Support team maintains computer networks of all types of organisations, providing technical support both on premise, and remotely, ensuring the whole company runs smoothly. IT Support monitors and maintains the company computer systems, installs and configures hardware and software, and solves technical problems. Our IT Support team uses a ticket based incident tracking system, allowing us to meet our SLA obligations, we also deploy a monitoring and managing agent across our customers workforce, allowing us to maintain an IT Asset list, monitor for faulty equipment or when systems go down, and assist your users remotely.

Our Offering

Onsite support

Refers to technical assistance at your premises, a more comprehensive face to face method that assists users with a more personal touch.

Remote IT support

Is a way for IT support providers to deliver tech support without having to travel to a client's location. Technician's gain access to the client's computer and solve problems in real-time, with little-to-no interruption to the client's work.

Managed Services

Our team takes control of your entire day to day IT Operations. We place an engineer at your premises who is required to monitor, maintain, update and support your environment. Our engineers are continuously trained and professionally developed. We work according to a predetermined SLA and have a proven track record of happy customer support.

Benefits of IT Support

- Installing and configuring computer hardware, software, systems, networks, printers and scanners
- Monitoring and maintaining computer systems and networks
- Responding in a timely manner to service issues and requests
- Providing technical support across the company (this may be in person or over the phone)
- Setting up accounts for new users
- Repairing and replacing equipment as necessary
- Testing new technology

How does it work?

Our passionate support team is dedicated to solving all of your IT challenges, onsite or remote, helping you focus on what is important to you. Our customers love that we can help them faster and more efficiently without having to wait for a technician to arrive.

Who should be using IT Support?

There are numerous benefits to having on-site professional IT support for your business, no matter your company size or type. IT support can keep your business competitive. It can also save you money over time and streamline your goals.

Technology is rapidly becoming the dominant foundation of businesses everywhere. When identifying your company's goals this year, considering IT support should be at the top of your list. Many companies who suddenly had to transition to Working from Home during the COVID-19 pandemic realised the shortfalls of not having a proper skilled IT company to support them.

FAQ

Q: What if we already have internal IT Support staff?

A: Many of our clients have a designated internal IT Support person to handle the day-to-day technical issues and minor network issues. These organisations often count on us for the most advanced and critical IT support functions, such as strategic advice, technical projects, firewall and server management.

Q: Do I have to take a support person full time?

A: No, we understand that every customer's needs are different, we can tailor a support contract to match, with an engineer to support you on the days that you need them.

Q: Can Onsite IT recommend or purchase hardware or software for me?

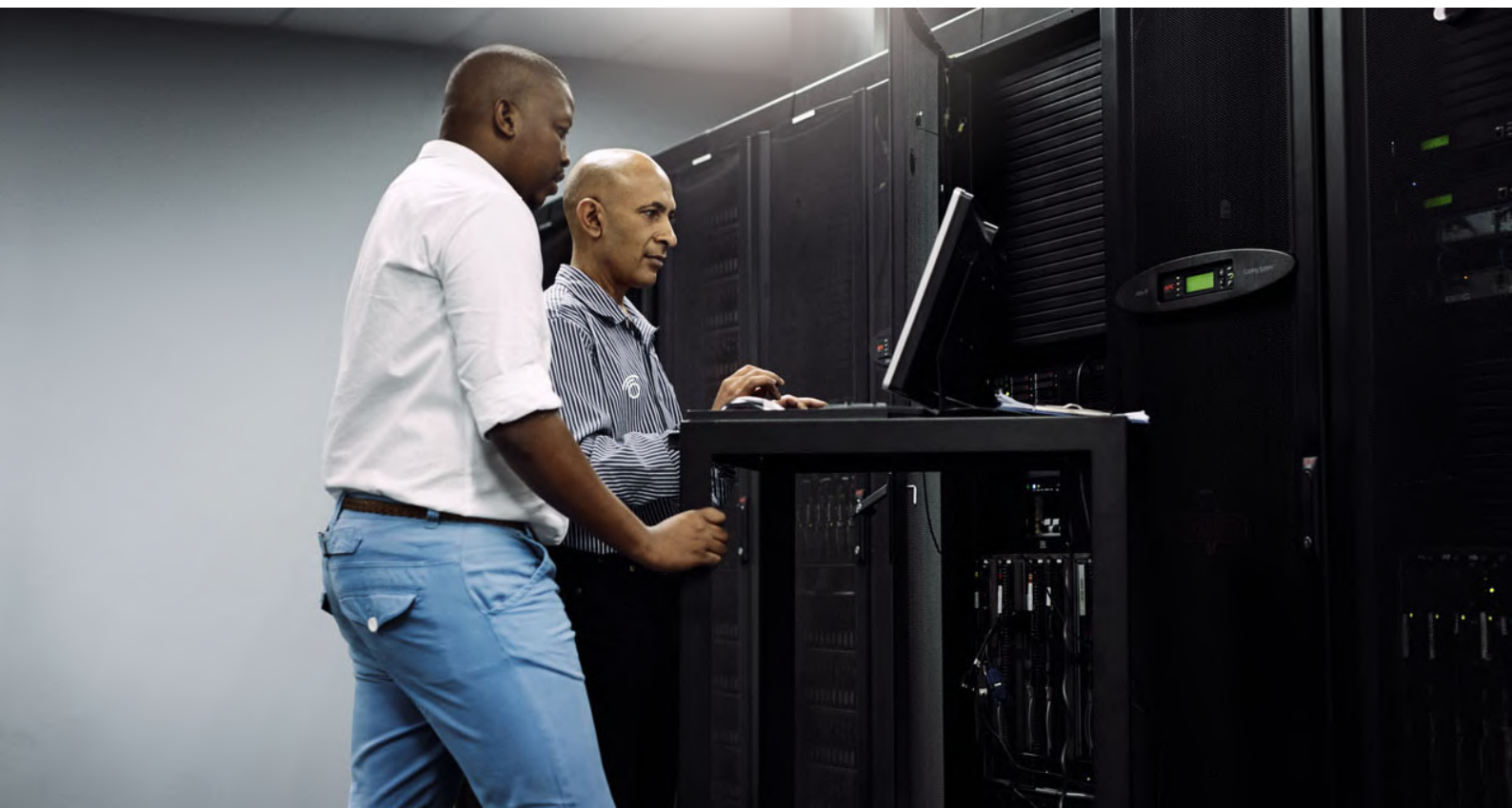
A: Yes, if you're interested in purchasing hardware or software and are looking for recommendations please reach out to our sales department for assistance.

Q: Does Onsite IT help manage my IT assets including hardware and software?

A: Yes, Onsite takes a proactive approach to managing IT assets, including managing the life cycle of hardware and ensuring updated licensing and patching of all software.


Q: What differentiates Onsite IT? Why Should I Choose You?

A: Our passionate support team is dedicated to solving all of your IT challenges, helping you focus on what is important to you. Our customers love that we can help them faster and more efficiently without having to wait for a technician, our staff is friendly and goes the extra mile.



Need reliable IT Support? We'd love to help!

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