

MANAGED

IT SERVICES BEYOND THE TREND

Eliminate downtime during critical peak business periods with affordable proactive maintenance.



HOW MUCH WOULD A FAILED SERVER DAMAGE YOUR BUSINESS?

An IT network is now a critical part of doing business. Its upkeep and maintenance is therefore of vital importance to the future success and wellbeing of your organisation, however, keeping it running efficiently can be a challenge.

It is simply not cost-effective to maintain an internal full-time and highly-skilled team of people to keep things operating at optimum efficiency. Yet, access to such a level of skills and resource is required to prevent business downtime and keep productivity up.

The best solution is to partner with an organisation that can provide the skills and expertise you need in a cost-effective way. Whether you have no in-house IT staff or require a particular skill to supplement existing resources, managed IT services can provide the best value.

TAILORED, COST-EFFECTIVE SERVICES

Wem Technology offer a comprehensive portfolio of fully-managed IT services designed to provide a cost-effective solution to all your support needs. We have designed our managed services so that you can select the components that exactly meet your requirements.

These include:

- Support services
- System monitoring 24/7
- Internet monitoring
- Support for in-house IT staff

With guaranteed response times, we provide quick professional support for all parts of your system, regardless of the vendor. Support can be requested by phone call, online or e-mail sent directly to our Service Desk.

PROACTIVE MONITORING

We offer a range of support packages from proactive system monitoring through to comprehensive maintenance and support to ensure your systems run at optimum performance.

By continuously monitoring your systems, we have the capability to predict the onset of system failures and instantly respond to unforeseen issues **before they become problems.**

PROTECT YOUR INTERESTS

Your internet connection is vital to your business. Like any business tool it should be subject to procedures and processes that protect the directors and the business from the legal liability of misuse. Organisations are increasingly finding that employees are using the Internet for personal tasks, severely reducing productivity.

These factors, combined with the threats from viruses, Worms, Trojans, spyware and intrusions mean the on-going management, monitoring and maintenance of your Internet connection is essential.

We offer a managed router-support service that includes scheduled firmware upgrades to cater for emerging threats, a backup of configuration settings, monitoring of the health and availability of your Internet connections and the provision of monthly usage reports.

SUPPORT FOR EXISTING RESOURCES

When an organisation has invested on in-house resources for providing day-to-day network support, increasingly the majority of time is spent on basic administration tasks or fire-fighting - with no time to develop and help the business grow.

We can work together with your in-house team to provide a proactive managed service and help reduce the burden of systems management so that they can spend more time on important projects for your business. Our complementary services can be used as a second-line of expert support or simply to provide cover during holiday periods.

“We have complete confidence in our system due to WEM’s expertise in maintaining and keeping our complex network reliable while explaining it in a way we all understand. The friendly WEM team have always been accessible and flexible providing additional cover at our critical peak business periods.”

ABOUT WEM TECHNOLOGY

Wem Technology is part of a group of companies that together specialise in business development and support through technology that’s way beyond the trend.

Our ethos is to apply our skill and expertise to all your technology needs, so you’re free to focus on running your business.

CONTACT WEM TECHNOLOGY

For more information about how Wem Technology can help with your business applications and hosting requirements, contact:

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